

SUMMIT REAL ESTATE LTD

IN-HOUSE COMPLAINTS & DISPUTE RESOLUTION PROCEDURES

INTRODUCTION:

In accordance with Rule 14 of the Real Estate Agents Act 2008, the Real Estate Agents Authority has set down under Rule 10 of the Code of Professional Conduct & Client Care Rules 2009 that all agencies must have a written in-house procedure for dealing with complaints and disputes and that clients and customers are aware of these procedures.

Summit has an established customer complaint procedure designed to provide a simple and personalised process for resolving issues in the event that the service provided by our agency or salesperson licensee does not meet expectations of clients and customers.

We invite you in the first instance to make contact with a Summit Manager as set out in the following schedule; however, you do not have to use our 'Complaints & Dispute Resolution Procedures'. You can make a complaint to the Real Estate Agents Authority (www.reaa.govt.nz) at any time even if you choose to also use our in-house procedures.

SUMMIT'S PROCEDURE:

▪ **Step 1**

Call us and speak to a manager, tell the manager who you are complaining about, what your concerns are and what you would like done in response to your complaint.

Summit Management Team

Nelson Branch Manager	Trish Kay	545 6100
Stoke Branch Manager	Dwayne Lohmann	547 5279
Richmond Branch Manager	Jeff Hulme	544 2900
Motueka Branch Manager	Christine Jackson	528 4001
Blenheim Branch Manager	Darryl Harper	578 3366
Commercial Branch Manager	Wayne Lloyd	546 9290
Property Management	Stewart Henry	546 9290
Sales Manager	Stephen Orrah	547 7255
Marketing Manager	Sapphire Kelly	547 7255
General Manager	Vaughan Borcovsky	547 7255
Director	Allister Nalder	547 7255

▪ **Step 2**

The Manager will detail your complaint, they may ask to meet with you in person or ask that you document the details in writing to assist with investigating it. The Manager will promptly (within 24 hours) talk to the team member(s) involved and obtain copies of any documents associated with the complaint.

▪ **Step 3**

The Manager will then make a response to you; this may be in writing or verbally depending on the matters concerned. As part of this response the manager may ask to meet to discuss the complaint and endeavour to agree a resolution.

▪ **Step 4**

If unresolved the manager will complete a client/customer complaint file and forward this to the General Manager and Director of Summit with all relevant information and documents.

- **Step 5**
If we are unable to come to an agreed resolution after a meeting (or if you don't wish to meet with us) then we will provide you with a written proposal to resolve your complaint.
- **Step 6**
If our proposal is not acceptable, please advise us in writing, you can of course, suggest another way of resolving your complaint.
- **Step 7**
In the event that Step 4 or Step 5 resolves the matter we will proceed to implement the resolution terms as soon as practically possible.
- **Step 8**
Sometimes matters can be best settled by an independent mediator, should a resolution not be made we will discuss with you the options of mediation.
- **Step 9**
Should the option to mediate not be acceptable to both parties then that will be the end of Summit's Complaints & Dispute Resolution Process.

If you have an issue with our service, we are always keen to help resolve it; Summit has strong core values and a proud record of many years business with the highest ethical standards.

The sale and purchase of real estate often involves many major decisions and we recognise that on occasions concerns can arise and we welcome you to call us at any time.



Allister Nalder
Director



Vaughan Borcovsky
General Manager

REMINDER:

You can still make a complaint to the Real Estate Agents Authority in the first instance and even if you use Summit's procedures you can still make a complaint to the Real Estate Agents Authority at any time.

Their contact details are:

The Real Estate Agents Authority
C/- PO Box 25-371
Wellington 6146
New Zealand

www.reaa.govt.nz

0800 367 7322

