

COMPLAINTS PROCEDURE

Our complaints and dispute resolution procedures are designed to provide an effective and simple resolving of any complaint you might have about the service you have received from **Les Mortimer Real Estate**, a Branch of Independent Agent Limited.

Step 1: Call us and speak to the Licensee Agent - Matt Jones on 021 396 394. Tell the Licensee Agent the name of the Agent who you are complaining about and what your concerns are. Let the Licensee Agent know what you would like done about your complaint.

Step 2: The Licensee Agent may ask you to put your complaint in writing so that he or she can investigate it. The Licensee Agent will need a brief period of time to talk to the team members involved. We will come back to you within ten working days with a response to your complaint. That response may be in writing. As part of that response, we might ask you to meet with members of our team to discuss the complaint and try to agree on a resolution.

Step 3: If we are unable to come to an agreed resolution after a meeting, or if you do not wish to meet with us, then we will provide you with a written proposal to resolve your complaint.

Step 4: If you do not accept our proposal, please try and advise us in writing within five working days. You can, of course, suggest another way of resolving your complaint.

Step 5: If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, we may invite you to mediate the dispute.

Step 6: If we agree to mediate the complaint but do not settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

NOTE: *You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Agents Authority at any time.*