

# Complaints Policy

**All real estate agents are required to have a formal complaints policy**

The agency H&G Real Estate 'powered by ownly licensed REAA 2008' would prefer any complaint to be in writing (but it can be advised otherwise) and delivered promptly to the

**SUPERVISING AGENT:** Keith Ward

**EMAIL:** [Supervision@ownly.nz](mailto:Supervision@ownly.nz)

**PHONE:** 027 288 8813

As soon as we know about it, we will attend to it fairly and promptly. Customers don't need to advise the agency 'ownly' of a complaint, they have the right to make their complaint directly to the Real Estate Authority (REA), a government body charged with overseeing and regulating the real estate industry.

The REA can be contacted on: 0800 367 7322 or email [info@rea.govt.nz](mailto:info@rea.govt.nz)

