

In accordance with Rule 12 of the Real Estate Agents Act 2008 and (Professional Conduct and Client Care Rules 2012) Smart Move Residential has a written in-house procedure to deal with complaints and dispute resolution. That procedure is set out below.

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. You can make a complaint to the Real Estate Agents Authority even if you choose to also use our procedures.

In-house Complaints and Dispute Resolution Procedures

Our complaints and dispute resolution procedures are designed to provide a simple and personalized process for resolving any complaint you might have about the service you have received from our agency.

- STEP 1: Call us and speak to the Company Director, Adam Love (M: 021 428 390) or Agent X Licensed Agent, Kat Campbell (M: 027 528 2746 E: kat@agentx.nz). Tell them who you are complaining about, what your concerns are and what you would like done about your complaint.
- STEP 2: You may be asked to put your complaint in writing so that it can be investigated. The Company Director or the Licensed Agent for Agent X will need a brief period of time to talk to the team members involved. We promise to come back to you within 10 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 don't 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 don't settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

Remember: You can still make a complaint to the Real Estate Agents Authority in the first instance and, even if you use these procedures, you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Agents Authority
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