

# Complaint and Dispute Resolution Procedure

In accordance with Rule 10 Real Estate Agents Act 2008 (Professional Conduct and Client Care Rules 2009)

## Introduction

- > All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure.
- > You do not have to use this 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.

## Cox Partners Estate Agents Complaint and Dispute Resolution Procedure

Our complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any complaint about the service you have received from our agency.

### STEP 1: Contact us immediately

Call Cox Partners on (06) 835 4321 and ask to speak to the Managing Director, Malcolm Cox. Tell him who you are complaining about and what your concerns are. Let him know what you would like done about your complaint.

### STEP 2: Investigation

The manager may ask you to put your complaint in writing so that he can investigate it thoroughly. He will need a short period of time to talk to the team members involved. We promise to come back to you within 5 working days with a response. That response may be in writing. As part of that response we may ask you to meet with members of our team to help find a resolution.

### STEP 3: Proposed resolution

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: Confirm resolution

If you do not accept our proposal please try and advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.

### STEP 5: Implement resolution

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: Mediation

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.



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Phone 0800 FOR REAA  
or 0800 367 7322

### For more information contact:

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