

In-House Complaints and Dispute Resolution Procedures

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

Step 1 - Call us and ask to speak to Dave Crow our manager (021 333 188). Tell him who you are complaining about and what your concerns are. Let Dave know what you would like done about your complaint.

Step 2 - Dave may ask you to put your complaint in writing so that he can investigate it. He will need a brief period of time to talk to the team member(s) 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 so that we can endeavour to reach 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 practically 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.

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

The Real Estate Authority
c/ - PO Box 25-371
Wellington 6146

Phone 0800 367 7322

In-House Complaints Process

(Real Estate Agents Act 2008 - Professional Conduct & Client Care Rules)

Customer/Client to raise concerns (either verbally or in writing) with Agent Licensee



Agent Licensee to review issues raised by Customer/Client and respond to within 5 working days with proposal for resolution

Resolution accepted by
Customer/Client

Resolution not accepted by
Customer/Client

Agent Licensee to review concerns in writing from Customer/Client



Formal written acknowledgement of receipt of the complaint to be sent from Agent within 2 working days advising that formal written response will be provided within 5 working days

Resolution accepted by
Customer/Client

Resolution not accepted by
Customer/Client

Customer/Client to be sent link to download Complaints Procedure from REA and follow the next step from there

Clients and Customers should be aware that in seeking to resolve a complaint through our in-house process, they are not precluded from exercising their statutory rights under the Real Estate Agents Act 2008 and can complain directly to the Authority at any time.

The Real Estate Authority
c/- PO Box 25-371
Wellington 6146
reaa.govt.nz