

RICHARDSONS REAL ESTATE LTD MREINZ: IN-HOUSE COMPLAINTS PROCESS

Purpose: This process is to inform prospective clients and customers of Richardsons Real Estate Ltd of the company's complaints procedure prior to entering into a contractual agreement. Please be aware that you may access the Real Estate Agents Authority complaints process without first using the in-house procedures; and that any use of the in-house procedures does not preclude you from making a complaint to the Authority.

Client or Customer to raise concerns with Branch Manager

Branch Manager to review issues raised and notify client/customer within 10 working days of receipt of the complaint with outcome proposal for resolution

Resolution accepted by customer/client

Resolution NOT accepted by client/customer

Complaint in writing from client/customer to be forwarded to Richardsons Real Estate Head Office marked **Attention: Emma Ashworth (Principal Officer)**

Client/customer file established & property details downloaded from listing system

Complaint details recorded in compliance register

Written response to complaint requested from Salesperson licensee and Branch Manager in a format suitable to be sent to client/customer (5 working day turn around)

Formal written acknowledgement of receipt of complaint from the Principal Officer to client/customer within 2 working days advising that a formal response will be provided in 10 working days

Principal Officer to review reports and decide on appropriate course of action/outcome in accordance with REA Act 2008 & Professional Conduct & Client Care Rules.

Formal written response from Principal Officer to client/customer advising action/outcome

Copy of response to Branch Manager & Salesperson licensee

Details of process and outcome recorded in compliance register. All documentation filed.