



## Austar Realty Ltd Complaints & Disputes Resolution Procedure

In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012, all licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure.

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.

Our complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any concern or complaint you might have about the service you have received from Austar Realty, or any of our licensees.

1. Call the branch manager and give them the details of who you are complaining about, what your concerns are, and how you would like the issue resolved.
2. The manager may ask you to put your complaint in writing so that he or she can investigate it. The manager will need a brief period of time to talk to the team members involved, and document their response. We promise to come back to you within 5 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 a senior manager or our CEO to discuss the complaint and try to agree on a resolution.
3. If we are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, we may provide you with a written proposal to resolve your complaint.
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.
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.
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 our procedures, you can still make a complaint to the Real Estate Agents Authority at any time.

The Real Estate Authority  
Level 4 The Todd Building  
95 Customhouse Quay  
Wellington 6011  
Phone 0800 367 732