

In House Complaints and Dispute Resolution Procedure

In accordance with Rule 10, Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012, our complaints and dispute resolution procedure is designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from Bower Real Estate Limited.

STEP 1:

Speak to the Salesperson you dealt with first (only if appropriate) to try and resolve your complaint. Our team pride themselves on getting things right, so please give them the opportunity to correct any issues first. If you feel in any way that the resolution proposed is not sufficient, then please contact the relevant Branch Manager. All contact details can be found on our website - www.bower.co.nz.

STEP 2:

Advise the relevant Branch Manager of your concerns, the Salesperson you have dealt with and what outcome you believe will resolve the issue.

STEP 3:

We hope that at this stage we can implement an immediate resolution. However, it is possible that the Branch Manager may ask you to put your complaint in writing so that they can investigate further. If this is the case, we will need a brief period to talk to the salesperson(s) involved.

STEP 4:

We promise to come back to you within five (5) working days of receipt of your written complaint with a response (either by phone or in writing). As part of that response, we might ask you to meet with our Branch Manager and the Salesperson (only if appropriate) to discuss the complaint and propose a resolution.

STEP 5:

If you do not wish to meet with us, then we will provide you with a written proposal to resolve your complaint. If we are unable to come to an agreed resolution, we will escalate the issue to our Agent Licensee for consideration. We will then advise you of any updated proposed resolution (either by phone or in writing).

STEP 6:

If you decide not to accept our updated proposal, please advise us in writing within five (5) working days. You can, of course, suggest another way of resolving your complaint.

STEP 7:

If we accept your preferred resolution, we will attempt to implement that resolution within 5 working days. If we decline your resolution, we may invite you to mediate the dispute, using an independent mediation service.

STEP 8:

If we agree to mediate the complaint, but do not settle the complaint at mediation, (or we do not mediate the dispute) then that will be the end of the in-house process.

REMEMBER: You can make a complaint to the Real Estate Authority at any time.

The Real Estate Authority

c/- PO Box 25-371

Wellington 6146

New Zealand

Phone 0800 for REA or 0800 367 732

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