

# Complaints Procedure

**At Bayleys Ruapehu, Whanganui, Feilding, Marton and Palmerston North we are committed to providing you with excellent customer service. If you have a complaint, we will do everything possible to resolve the matter in a prompt and professional manner.**

## Steps to follow if you have a complaint

### Complain to the Company first.

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Our registered Company name is:

Ruapehu and Whanganui - Bartley Real Estate Limited  
Feilding, Marton and Palmerston North - Bartley Real Estate Manawatu Limited  
Licensed under the Real Estate Agents Act 2008  
A member of the Bayleys Realty Group

Please contact the Principal of the office who will personally investigate your complaint and return to you with their findings. If we have made a mistake, we would like an opportunity to resolve the problem. If there is a misunderstanding, we will attempt to clarify the situation.

Michaela Vaughan  
Principal Agent  
021 081 03541  
michaela.vaughan@bayleys.co.nz

When contacting the Principal it is important to use the word "Complaint" so that she is in no doubt that you are beginning the complaint process.

- You will need to specify which licensee (salesperson) the complaint is about.
- The address of the property in relation to the complaint.
- Give a detailed explanation of the complaint.

Once the Principal has received your complaint, she will acknowledge and notify you that she has received your complaint. The Principal will investigate the complaint and will respond within 10 working days to try and resolve the matter with you.

- The Company cannot charge you for looking into your complaint
- The Company agrees not to take further action over any amounts in dispute while it is working through the complaint process.

### Refer to our General Manager

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If you remain unsatisfied, you can write to the Regional General Manager of the franchise, providing a full explanation and all correspondence. Upon receipt of any written complaint, The General Manager will acknowledge and notify you that she has received your complaint. The General Manager will review the situation in full and reply in writing within 10 working days.

Rachel Thompson  
Regional General Manager  
027 421 8228  
rachel.thompson@bayleys.co.nz

If, after 20 working days you have not reached an acceptable solution – or you have not received an answer from the company – you may choose to take the complaint to the Real Estate Agent Authority.

### Going to the Authority

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Once you have been through Bayleys Real Estate's complaints procedure and in the unlikely event you are not satisfied with our response / actions you may wish to complain to the Real Estate Agents Authority. To do this you can go to their website and follow the complaints procedure there. [www.reaa.govt.nz](http://www.reaa.govt.nz)

You may access the Real Estate Agents Authority's complaints process direct without first using the Bayleys Real Estate Limited in-house procedures and the use of the in-house procedures does not preclude you making a complaint to the Real Estate Agents Authority.