

At Bartley Real Estate Limited - Bayleys Whanganui & Ruapehu, 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.

Complain to the Branch first:

Branch details: Bayleys Whanganui (Licensed under the Real Estate Agents Act 2008)
158 Wicksteed Street, Whanganui
06 348 0573

Please contact the Principal Officer 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.

Principal Officer: Michaela Palacio
michaela.palacio@bayleys.co.nz
021 081 03541

When contacting the principal officer it is important to use the word "Complaint" so that he 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 officer has received your complaint, he will acknowledge and notify you that he has received your complaint. The principal officer will investigate the complaint and will respond within 10 working days to try and resolve the matter with you.

- If you feel more comfortable filling in a form in the first instance, please advise any member of our staff and we will provide you with one
- 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:

If you remain unsatisfied, you can write to the 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
General Manager, Bartley Real Estate Ltd
158 Wicksteed Street, PO Box 7115
Whanganui

rachel.thompson@bayleys.co.nz
06 348 0573
027 421 8228

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:

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

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.