

Mackys Real Estate Ltd – Bayleys North of Auckland Complaints Procedure

At Bayleys North of Auckland 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:

You have the option to follow our complaints procedure or complain direct to the Real Estate Agents Authority

**Our registered Company name is Mackys Real Estate Limited
Licensed under the Real Estate Agents Act 2008
A member of Bayleys Realty Group**

1 Talk to the person you have been dealing with from Mackys Real Estate Limited - Bayleys North of Auckland

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.

If you do not feel it is appropriate to take this step please continue to step 2

2 Complain directly to the owners of Mackys Real Estate Limited

Please contact one of our two Company Directors directly 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.

You can contact the relevant Company Director by phone, e-mail or in writing.

Kirsty Stevenson
Orewa and Whangaparaoa
B- 09 426 5911 or 09 428 0600
M- 021 867 454
kirsty.stevenson@bayleys.co.nz

Mark Macky
Warkworth, Omaha Beach or Mangawhai
B- 09 425 7640 or 09 431 5415
M- 021 772 711
mark.macky@bayleys.co.nz

When contacting the Company Director it is important to use the word "Complaint" so that he/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 this complaint.
- Give a detailed explanation of the complaint.
- Give an indication of what you would like the company to do to resolve your complaint.

Once the Company Director has received your complaint, he/she will investigate the complaint and will respond within 15 working days to try and resolve the matter with you. He/she may invite you to attend a mediation.

- He/she will acknowledge he/she has received your complaint
- 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.

If, after this process 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.

3 Going to the Authority

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