

## Whalan & Partners Ltd Complaints Process

At Bayleys we are committed to providing you with excellent real estate service. If your experience with us has raised any issues that you would like addressed, we welcome your feedback.

If we have made a mistake or there has been a misunderstanding, we would like the opportunity to put it right.

There are several options for you to consider. You can elect to use our internal complaints resolution processes or you can contact [the Real Estate Authority](#). There is no requirement for you to use our internal complaints process before contacting the Authority. You can contact the Authority at any time during the process for advice or as your preferred method of resolution.

We believe that our internal complaints process has flexibility and timeliness on its side, so if you have a concern or complaint, we encourage you to contact us.

### First point of contact is the Branch Manager:

- Christchurch - Deans Ave - 03 375 4700
- Akaroa - 03 375 4700
- Ashburton - 03 307 7377
- Darfield - 03 347 9949
- Diamond Harbour - 03 375 4700
- Fendalton - 03 595 1504
- Hanmer Springs - 03 315 7717
- Leeston - 03 347 9949
- Merivale - 03 929 0272
- Methven - 03 307 7377
- Prestons - 03 595 0709
- Rangiora - 03 311 8020
- Rolleston - 03 347 9949
- Sumner - 03 595 2844
- Tekapo - 03 687 1227
- Timaru - 03 687 1227

The branch manager has responsibility for the supervision of their licensees. When you contact this person, they will apply their extensive knowledge and experience to assist in resolving your problem.

We ask that when you contact the branch manager;

- you specify which licensee/agent the complaint is about
- identify the property concerned
- describe the issue/s as clearly as possible
- tell us what you would like to happen to make this right.
- tell us how best to contact you

The branch manager may ask you to put your concerns in writing at this point, or (if you prefer) can undertake a less formal inquiry and report back to you by telephone. The more serious the allegation the more likely it is that we will require your complaint to be in writing. In either case, we undertake to inquire into your concern and report back to you within 10 working days from the date of your contact or the date of receipt of your formal complaint (whichever is the latter).

### **Escalation**

If for some reason the issue cannot be resolved by the branch manager, he/she or you can escalate the complaint to our Compliance Manager.

This will require the complaint to be in writing and accompanied by any relevant documents, emails, or other evidence that you have to support your position. The Compliance Manager will liaise with the Principal Officer of the company to thoroughly investigate and respond to your concerns. We will write to you outlining our findings and a final recommendation within 20 working days.

### **The REA**

If you remain dissatisfied with the result of our internal process, or at any point you are able to access the complaints service provided by the [REA](#). This is a free service to you as a consumer. There is more information available on their website or you can call on 0800-367-7322.