

# Complaints Procedure

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At Success Realty Ltd, Bayleys we are committed to providing you with excellent customer service.

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At Success Realty Ltd (Bayleys) 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:

Please contact the manager of the office who will personally investigate your complaint and return to you with their findings.

### Our registered Company name is

Success Realty Limited, Bayleys, Licensed under the Real Estate Agents Act 2008

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.

When contacting the Branch Manager 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.

Once the Branch Manager has received your complaint, he/she will investigate the complaints and will respond within 10 working days to try and resolve the matter with you.

- 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.

## Refer to our Principal Officer

If you remain unsatisfied, you can write to our Principal Officer, providing a full explanation and all correspondence. The Principal Officer will review the situation in full and reply in writing within 10 working days.

### Craig Hilton

Principal Officer  
Bayleys  
PO Box 13175  
Tauranga 3140

Phone: 027 444 5866

Email: [craig.hilton@bayleystauranga.co.nz](mailto:craig.hilton@bayleystauranga.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. ([www.reaa.govt.nz](http://www.reaa.govt.nz))