Powerhouse
realty

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IN-HOUSE COMPLAINT PROCESS

Customer/Client to raise concerns (preferably written) with Agent Licensee.

Agent Licensee to review issues raised by Customer/Client and respond to within 5 working days with proposal for resolution.

Resolution accepted by Customer/Client.

Resolution NOT accepted by Customer/Client.

Agent Licensee to review concerns in writing from Customer/Client.

Formal written acknowledgement of receipt of complaint to be sent from Agent within 2 working days advising that formal written response will be provided within 5 working days.

Resolution accepted by Customer/Client.

Resolution NOT accepted by Customer/Client.

Customer/Client to be sent link to download Complaints Procedure from REAA and follow the next step from there.

The Real Estate Agents Authority
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www.reaa.govt.nz