

# Complaints and Dispute Resolution Procedures

*In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012*

Under the REA Act 2012, all licensed real estate agents are required to have written in-house complaints and dispute resolution procedures. Our procedures are set out below. You do not have to use our complaints and resolution procedures. You may make a complaint directly to the Real Estate Authority in the first instance, and even if you choose to use our in-house procedures you can still make a complaint to the Real Estate Authority at any time.

## **In-House Complaints and Dispute Resolution Procedures**

Our complaints and dispute resolution procedures are prepared so that we can resolve any complaint you might have about the service you have received from Trust Investments Management Limited as a real estate agency.

### **STEP 1 – Contact us immediately**

You can make a complaint by contacting:

Chief Executive Officer – Rachael McDonald

PO Box 37 448, Parnell Auckland 1151

Phone: 09 550 4040

Email: [hello@trustmanagement.co.nz](mailto:hello@trustmanagement.co.nz)

Tell the manager who you are complaining about and what your concerns are. Let the manager know what you would like done about your complaint.

### **STEP 2 – Investigation**

The manager may ask you to put your complaint in writing so that he or she can investigate it. The manager will aim to come back to you within 10 working days with a written response to your complaint. Where your complaint cannot be investigated and responded to in this timeframe, the manager will advise you of our expected response time.

We will provide you with a written response to let you know the outcome of our investigation into your complaint. As part of that response, we might ask you to meet with members of our team to discuss the complaint and try to agree on a resolution.

### **STEP 3 – Proposed resolution**

If we are unable to come to an agreed resolution then we may provide you with a written proposal to resolve your complaint.

### **STEP 4 – Confirm resolution**

If you do not accept our proposal then please advise us in writing within 5 working days. You can suggest another way of resolving your complaint.

**STEP 5 – Implement resolution**

If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, we may invite you to mediate the dispute.

**STEP 6 – Mediation**

If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

You can still make a complaint to the Real Estate Authority. Their contact details are below.

**Real Estate Authority  
P O Box 25-371  
Wellington 6146  
Phone 0800 367 7322 or visit [www.rea.govt.nz](http://www.rea.govt.nz)**