

## TOP ONE REAL ESTATE 2015 LTD (TRADING AS RE/MAX REVOLUTION) IN- HOUSE COMPLAINTS PROCEDURE:

At Top One Real Estate 2015 Ltd, 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.

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.

### Steps to follow if you have a complaint:

Please contact our Principal Officer who will personally investigate your complaint and come back to you with their findings.

We encourage you to make contact with our Principal by email.

When contacting our Principal, it is important to use the word “complaint” so that he is in no doubt that you are beginning the complaint process.

- You need to make it clear which licensee “salesperson” you are complaining about.
- You need to specify the address of the property in relation to your complaint.
- If your initial contact with our Principal Officer is by telephone, you need to be willing to follow-up your telephone conversation with a detailed explanation of your complaint in writing.

Once our Principal has received your complaint, he will personally acknowledge your response, and will commit to a full investigation of your complaint, and will respond in writing within 10 working days to try and resolve the matter with you.

- Please note Top One Real Estate 2015 Ltd cannot charge you for looking into your complaint.
- Top One Real Estate 2015 Ltd agrees not to take any further action over any monies in dispute while working through the complaint process with you.

### Contact Details of our Principal Officer:

Colin Claxton AREINZ

Director/Licensee

Top One Real Estate 2015 Ltd

328 Great South Road, Papatoetoe

Phone: 09 261 2555

Email: [colin.claxton@remax.co.nz](mailto:colin.claxton@remax.co.nz)

## Going to the Real Estate Agents Authority

Once you have been through Top One Real Estate's complaints procedure, and you are still not satisfied with our response, you may wish to complain directly to the Real Estate Agents Authority. You may go directly to their website and follow the complaints procedure outlined there. [www.reaa.govt.nz](http://www.reaa.govt.nz)

Please be advised you are within your rights to access the Real Estate Agents Authority's complaints process directly without first using our own in-house complaints procedures. Furthermore, using Top One Real Estate 2015 Limited's in-house complaints procedure does not preclude you from making a complaint directly to the Real Estate Agents Authority.