



Complaints

All licensed real estate agents are required to have a written in-house complaints and dispute resolution procedure. You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Authority at any time. You can make a complaint to the Real Estate Authority even if you choose to also use our procedures.

Our procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.

Step 1 - Call us and speak to the manager (the details of which are outlined below) telling the manager who you are complaining about and what your concerns are. Let the manager know what you would like done about the complaint.

Euan Mackenzie
0800 115 425
property@mackenzies.nz

Step 2 - The manager may ask you to put your complaint in writing so that they can investigate it. The manager will need a brief period of time to talk to the team members involved. We promise to come back to you within 10 working days with a response to your complaint. That response may be in writing. As part of that response we might ask you to meet with members of our team to discuss the complaint and try to agree a resolution.

Step 3 - If we are unable to come to an agreed resolution after a meeting, or if you do not wish to meet with us, then we will provide you with a written proposal to resolve your complaint.

Step 4 - If you do not accept our proposal, please try and advise us in writing within 5 working days. You can also suggest another way of resolving your complaint.

Step 5 - 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 - If we agree to mediate the complaint but do not settle the complaint at mediation, or we do not agree to mediate the dispute, then that will be the end of our process.

This policy has been created in accordance with Rule 12 Real estate Agents Act (Professional Conduct & Client Care Rules) 2012

The contact details for any Real Estate Authority complaints is:

The Real Estate Authority
PO Box 25371
Wellington 6146
New Zealand