Tommy's
Real Estate MREINZ
Licensed under the REAA 2008

Tommy's Real Estate Ltd. | In-House Complaint Process

(Real Estate Act 2008 - Professional Conduct & Client Care Rules)

Customer to raise concerns with Area Owner/ Franchise Owner

Area Owner/ Franchise Owner to review issues raised & respond to customer within 5 working days with outcome proposal for resolution

Resolution accepted by customer

Resolution NOT accepted by customer

Complaint in writing from customer to be forwarded to Tommy's City Office marked **Attention David Platt/ Tommy Heptinstall** *(owners of Tommy's Real Estate)*

Client Customer file established including relevant documents held by Tommy's.

All parties to complaint identified.

Complaint details recorded in compliance register

Formal written acknowledgement of receipt of complaint by David Platt or Tommy Heptinstall within 2 working days advising that a formal response will be provided within 10 working days

Written response to complaint requested of salesperson licensee and Franchise Owner. To be provided in a format suitable to be sent to Client/ Customer (5 working day turn around)

David Platt/ Tommy Heptinstall to review reports and decide on appropriate course of action/ outcome in accordance with REA Act 2008 & Professional Conduct & Client Care Rules.

Formal written response from Tommy's Directors David Platt & Tommy Heptinstall with a suggested action/ outcome

Copy of response to Franchise Owner & Salesperson licensee

Client can either agree or request an informal meeting with David Platt or Tommy Heptinstall where we will further attempt to resolve the conflict/ complaint using our best endeavours

Details of process & outcome recorded in Compliance Register

All documentation filed.

Note: *This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority may be contacted at: The Real Estate Agents Authority. c/- PO Box 25-063 | Wellington 6146 New Zealand |* ***www.reaa.govt.nz***