

INTRODUCTION

Under Section 12 of the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 as set out by the Real Estate Authority (REA); all agencies must have a written in-house procedure for dealing with complaints and disputes and that clients and customers are aware of these procedures.

Summit has an established customer complaint procedure designed to provide a personalised and straightforward process for resolving issues if the service provided by our

agency or salesperson licensee does not meet the expectations of clients and customers.

We invite you in the first instance to make contact with a Summit Manager as set out in the following schedule. However, **you do not have to use Summit's 'Complaints & Dispute Resolution Procedures'**. You can make a complaint to the REA (www.rea.govt.nz or phone 0800 367 7322) at any time, even if you also choose to use our in-house procedures.

SUMMIT'S PROCEDURE

STEP 1 Initial Complaint

Call us and speak to a manager, tell the manager who you are complaining about, what your concerns are and what you would like done in response to your complaint.

Summit's Management Team

Nelson Manager 03 545 6100
Stoke Manager 03 547 5279
Richmond Manager 03 544 2900
Motueka Manager 03 528 4001

Blenheim Manager 03 578 3366
Picton Manager 03 573 6166
Property Management 03 546 9290
Director 03 547 7255

STEP 2

The Manager will detail your complaint; they may ask to meet with you in person or request that you document the details in writing to assist with investigating it. The Manager will promptly (within 24 hours) talk to the team member(s) involved and obtain copies of any documents associated with the complaint.

STEP 3

The Manager will then make a response to you; this may be in writing or verbally depending on the matters concerned. As part of this response, the Manager may ask to meet to discuss the complaint and endeavour to agree on a resolution.

STEP 4

If unresolved, the Manager will complete a client/customer complaint file and forward this to the Director of Summit with all relevant information and documents.

STEP 5

If we are unable to come to an agreed resolution after a meeting (or if you don't wish to meet with us), then we will provide you with a written proposal to resolve your complaint.

STEP 6

If our proposal is not acceptable, please advise us in writing, you can suggest another way of resolving your complaint.

STEP 7

If Step 4 or Step 5 resolves the matter, we will proceed to implement the resolution terms as soon as practically possible.

STEP 8

Sometimes matters can be best settled by an independent mediator, should a resolution not be made we will discuss with you the options of mediation.

STEP 9

Should the option to mediate not be acceptable to both parties then that will be the end of Summit's Complaints & Dispute Resolution Process.

If you have an issue with our service, we are always keen to help resolve it. Summit has strong core values and a proud record of many years business with the highest ethical standards. The sale and purchase of real estate often involve many major decisions, and we recognise that on occasions concerns can arise, and we welcome you to call us at any time.