

## IN-HOUSE COMPLAINTS RESOLUTION PROCEDURE

### Our commitment

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### What is a complaint?

- A complaint is when you tell us you are not happy about the service we provide.
- It can be about anything and could include
- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

### How to make a complaint

If you wish to make a complaint you can contact us in any of the ways listed below.

By email at [joe.nidd@nidd.co.nz](mailto:joe.nidd@nidd.co.nz) or [liz.nidd@nidd.co.nz](mailto:liz.nidd@nidd.co.nz)

In writing to us at  
Nidd Realty Limited  
PO Box 401  
Dunedin 9054  
or 211 High Street  
Dunedin

By phone (03 4774470) or fax (03 4772270)

In person at our offices.

Your complaint will be fully investigated and a response issued within 10 working days. If you are unhappy with the response you can contact the following people:-

#### Managing Director

*Joseph Nidd*  
211 High Street  
Dunedin  
Mobile: 021 797 955

#### Director

*Elizabeth Nidd*  
211 High Street  
Dunedin  
Mobile: 021 328 135

### Response Times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding we will keep you informed of our progress.

### Comments

We are happy to receive any other comments on our service to customers.

Please contact us in any of the ways mentioned above or complete a comment card at any of our offices. Alternatively you can email us from the contact us section of our website.

## **Complaints Directly to the Real Estate Agent's Authority**

If this process does not work for you, you may access the Real Estate Agent's Authority's complaints process directly or without first using the in-house complaints resolution procedure referred to in this document. The use of the in-house complaints resolution procedure does not preclude the making of a complaint to The Authority.

Complaints to the Real Estate Agent's Authority may be made directly to:

PO Box 25371, Wellington 6146

Phone: 0800for REAA (0800 367 7322)

Fax: 04 815 8468

Email: [info@reaa.govt.nz](mailto:info@reaa.govt.nz)

Website: [www.reaa.govt.nz](http://www.reaa.govt.nz)