



Complaints and Disputes Resolution Procedure

New Zealand Property Solutions is committed to handling any complaints or disputes that do arise professionally, fairly and expeditiously.

Our standard in-house procedure is outlined below:

1. Any client or customer who wishes to make a complaint will be referred to the Director of New Zealand Property Solutions.
2. If the complainant is not satisfied with the response received from the general manager they can make a written complaint to New Zealand Property Solutions' Director, preferably using the NZPS complaints form below
3. New Zealand Property Solutions will acknowledge receipt of the complaint and commence a review, which if deemed necessary may involve discussion with all relevant parties.
4. New Zealand Property Solutions will respond to the complainant upon completion of its review of the complaint.
5. If the complainant is dissatisfied with the outcome New Zealand Property Solutions will suggest a further course of action.

Please note: you may access the [Real Estate Authority's complaints process](#) without first using New Zealand Property Solutions' in-house procedures; and any use of our in-house procedures does not preclude you from making a formal complaint to the Authority.

Complaints Details:

Name: _____
Address: _____
Ph Number: (hm) _____ (wk) _____ (mob) _____
Email: _____

Complaint Details:

Describe the complaint *(please include relevant names)*

Please attached additional pages if necessary

Complaint Details:

What steps have been taken to resolve the complaint?

What is the desired outcome?

Please note: in signing this form the Complainant agrees that any person about whom the complaint is made or who is involved in the matters complained about, may disclose the complainant's affairs to New Zealand Property Solutions

Date:

Signature: