

LETHBRIDGE Complaint Process (REAA Rule 10.2 & 10.3)

We strive to achieve *Nos simul succedant* (we succeed together) and would be disappointed if we failed to live up to that for you. In an event where you wish to make complaint, you have two simple options;

Contact our Principal Alan Lethbridge (021 2746425 or alan@lethbridge.co.nz) in confidence. His goal will primarily be to establish the facts from you, so the more detail you can provide will help both him and you.

- Alan will then identify and explain to you where these facts may breach either the Professional Client Care Rules or our company Code of Conduct.
- Alan will then discuss what you consider the most appropriate remedies are and what course of action would most efficiently and effectively resolve the matter for you. This process is very quick and will be accomplished within two days of your initial contact with Alan (providing you are able to meet immediately)
- After Alan has established the facts and discussed potential remedies with you, he will approach the individual(s) responsible and undertake the same process with them.
- Where appropriate, Alan will seek legal guidance from the REAA and/or a solicitor and/or Indemnity Insurer and meet with you again to discuss his findings and review an agreeable resolution. This whole process will take a maximum of 7 days.
- If you cannot agree on a resolution with Alan, you are entitled to take a copy of the investigation file Alan has supplied and take your concerns to the Real Estate Authority, as outlined below;

Directly approach the Real Estate Authority on;
Freephone: 0800 367 7322 (NZ only) or +64 (04) 471 8930
Email: info@rea.govt.nz
Mail: PO Box 25371, Featherston Street, Wellington 6146
Courier: Level 3, 3 The Terrace, Wellington



Alan Lethbridge B.Sc AREINZ

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LETHBRIDGE real estate