

JL BUSINESS SALES IN-HOUSE DISPUTES RESOLUTION PROCESS

We are committed to providing you with excellent customer service. We are also committed to handling any complaints or disputes that do arise, professionally, fairly, and expeditiously.

If you feel we have not met our obligations, in accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012, our in-house complaints procedure is outlined in the steps below;

1. In the first instance, contact the Broker/Salesperson who is handling your business by providing the Agency Work and advise them of your issue/s or concerns.
2. If you feel that your issues or concerns have not been resolved adequately, please feel free to move to contact the Broker/Salesperson's Supervisor and provide as much detail as possible to outline your concerns and how you would like your issue or concerns to be resolved.
3. If for some reason you are not satisfied with the response received from the Broker/Salesperson's Supervisor, please feel free to move to make a written complaint outlining your issues and concerns along with any supporting documentation you may have to help us understand your issue. Please do this by email to; **info@jlbs.co.nz**.
4. Upon receiving your detailed written complaint, we will acknowledge receipt of the complaint, conduct a review into the matter, and will contact you within 10 working days with a written response and details of any proposed action to be taken to resolve your complaint.
5. If you agree to the complaint resolution proposed, the resolution will be implemented, and the complaint shall be deemed to have been resolved and no further action will be taken.
6. If you do not accept or agree to the suggested outcome or resolution, please advise us in writing within 5 working days and provide us with your preferred resolution.
7. We will review your preferred resolution and give this due consideration. We will contact you in writing within 10 working days from the date of receipt with our response.
8. If you are dissatisfied with the response or the outcome you receive, you may access the Real Estate Agents Authority's complaints procedure.

You are also entitled to direct your complaint to the Real Estate Authority at any time. To do this you can go to their website found at www.rea.govt.nz and/or by using the 'REA' tab on our www.jlbs.co.nz website, and then follow the complaints procedure outlined.