

## Capital Commercial Limited Complaints Procedure

At Capital Commercial Limited, a member of the Bayleys Realty Group (the company) we are committed to providing you with excellent customer service. If you have a complaint we will do everything possible to resolve the matters in a prompt and professional manner.

### Steps to follow if you have a complaint

Complain to the company first.

Our registered company name is: Capital Commercial Limited  
Licensed under the Real Estate Agents Act 2008  
A member of the Bayleys Realty Group

Please contact the Director/Principal Officer of the company who will personally investigate your complaint and return to you with their findings. If we have made a mistake we would like the opportunity to resolve the problem. If there is a misunderstanding we will attempt to clarify the situation.

When contacting the Director/Principal Officer it is important to use the word "Complaint" so they are in no doubt you are beginning the complaint process.

- You will need to state which licensee (salesperson) the complaint is about.
- The address of the property the complaint relates to.
- Give a detailed explanation of the complaint.

Once the Director/Principal Officer has received your complaint they will notify you that they have received your complaint. The Director/Principal Officer will investigate the complaint and will respond within 10 working days and try to resolve the matter with you.

- The company cannot charge you for looking into your complaint.
- The company agrees not to take further action over any amounts in dispute while it is working through the complaint process.

If after 20 working days you have not reached an acceptable solution, or you have not received an answer from the company you may choose to take the complaint to the Real Estate Agents Authority (the Authority).

### Going to the Authority

Once you have been through the company's complaints procedure, in the unlikely event you are not satisfied with its response/actions you may wish to complain to the Authority.

The Authority can be contacted:

- via their website ([www.reaa.govt.nz](http://www.reaa.govt.nz)) and follow the complaints procedure there; or
- on 0800 367 732 during normal business hours.

You may access the Authority's complaints process direct without first using the company's in-house procedures; and the use of the company's in-house procedures does not preclude you from making a complaint to the Authority.