

Complaints Procedure

At EVES we are committed to providing you with excellent customer service.

If you have a complaint, we will do everything possible to resolve the matter in a prompt and professional manner.

Steps to follow if you have a complaint:

Please contact the manager of the office who will personally investigate your complaint and return to you with their findings.

Our registered Company name is:

EVES Realty Limited

Licensed under the Real Estate Agents Act 2008.

If we have made a mistake, we would like an opportunity to resolve the problem. If there is a misunderstanding, we will attempt to clarify the situation.

When contacting the Branch Manager it is important to use the word "Complaint" so that he/she is in no doubt that you are beginning the complaint process:

- You will need to specify which licensee (salesperson) the complaint is about.
- The address of the property in relation to this complaint.
- Give a detailed explanation of the complaint.

Once the Branch Manager has received your complaint, he/she will investigate the complaints and will respond within 10 working days to try and resolve the matter with you.

- He/she will acknowledge he/she has received your complaint
- 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.

Refer to our Principal Officer

If you remain unsatisfied, you can write to our Principal Officer, providing a full explanation and all correspondence. The Principal Officer will review the situation in full and reply in writing within 10 working days.

Craig Hilton

Principal Officer
Eves Realty Ltd
PO Box 16184
Tauranga 3147

P 07 578 2159 **M** 027 444 5866

craig.hilton@eves.co.nz

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 Authority (www.rea.govt.nz).

