



In-House Complaint and Dispute Resolution Procedure

At eXp Realty, we're dedicated to providing our clients with exceptional service and support. We understand that, at times, expectations may not be met, and when this happens, we see it as an opportunity to strengthen our relationships and enhance our services. Your feedback is invaluable to us, serving as a catalyst for continual improvement and excellence.

Purpose

This document outlines our procedure for handling complaints, ensuring every concern is addressed promptly, fairly, and with the utmost care. We're committed to resolving any issues you may encounter, affirming our dedication to your satisfaction and trust in our services.

Scope

This procedure applies to all clients of eXp Realty, encompassing all services and interactions. We aim to ensure that anyone with a concern feels heard, valued, and respected throughout the resolution process.

Acknowledgement

You will receive an acknowledgment of your complaint, detailing the next steps and the name of the person handling your case. This is part of our commitment to a personal and caring approach.

Investigation

Your complaint will be thoroughly investigated, respecting your privacy and the details of the situation. We aim to understand all aspects of the issue, ensuring our resolution is informed and fair, concluding within 10 working days.

Resolution

Our goal is to resolve complaints to your satisfaction within a reasonable timeframe. We will communicate our findings and the steps we're taking to address your concerns, ensuring clarity and closure.

Escalation

If you're dissatisfied with the outcome, we encourage you to reach out for further discussion. Your complaint can be escalated to higher management, underscoring our unwavering commitment to your satisfaction.

Record Keeping

We meticulously record all complaints and their resolutions, using these insights to drive improvement across our services. This practice is central to our ethos of learning and growing from every client interaction.

Mediation

If it is agreed to mediate the complaint, but do not settle the complaint at mediation, (or we do not agree to mediate the dispute) then that will be the end of the in-house complaints process.

Procedures

1. The first step is to speak with the sales consultant you dealt with and try and resolve your complaint. Our team is dedicated to getting things right, so please give them the first opportunity to correct any issues. If you feel in any way that the resolution proposed is not to your liking, then please call the Sales Manager.
2. Advise the Sales Manager what your concerns are, and what outcome you would like to see to resolve the issue, they will need the following information:
 - a. which licensee (sales consultant) the complaint is about,
 - b. the property address this complaint is in relation to, and
 - c. a detailed explanation of the event or behaviour that you experienced.
3. If we have found a resolution, fantastic. If not, it is possible that the Sales Manager may ask you to put your complaint in writing so that they can investigate further. If this is the case, we will need up to 2 working days to talk with the sales consultant(s) involved.
4. We endeavour to respond with the complaint within 5 working days, either by phone or in writing. As part of that response, we may ask you to meet with our Sales Manager and the sales consultant (only if appropriate) to discuss the complaint and propose a resolution.
5. If you do not feel comfortable to meet with us, then we will provide a written proposal to resolve your complaint. If upon meeting we are unable to come to an agreed resolution, we will escalate the issue to our Principal Agent, at eXp Realty in New Zealand, for consideration. We will then advise you of our proposed resolution, either by phone or in writing.
6. If the proposal is not accepted, please advise the Principal Agent in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.
7. If an alternative proposal is accepted, it will be attempted to have that resolution implemented within 5 working days. If the alternative proposal is not mutually agreed upon, we may invite you to mediate the dispute, using an independent mediation service.

Real Estate Authority (REA)

After carrying out the eXp Realty in-house complaints procedure, and if there is not a satisfactory resolution or response you may wish to make a formal complaint to the Real Estate Authority (REA), www.rea.govt.nz

You may access the REA complaints process direct, without first carrying out the eXp Realty in-house complaints procedures and the use of the in-house procedures does not preclude you from making a complaint with the REA.

REA 0800 367 732 | Level 4 The Todd Building, 95 Customhouse Quay, Wellington 6011