

PRECINCT PROPERTIES MANAGEMENT LIMITED COMPLAINTS PROCEDURE

Our complaints procedure is designed to provide a simple process for resolving any concerns that you may have about the service you have received. If you have a complaint we will do everything possible to resolve the matter in a professional manner.

Steps to follow if you have a complaint.

STEP 1

Contact us to tell us what your complaint is and what you would like done about it. You can write or call:

Company Secretary
Precinct Properties Management Limited
Level 12
188 Quay Street
Auckland 1010

PO Box 5140,
Wellesley Street
Auckland 1141

email: companysecretary@precinct.co.nz

STEP 2

You may be asked to put your complaint in writing. If so, please allow 10 working days for us to respond. We will need to talk to the team members involved with the issue in order to respond properly. If for any reason your complaint can't be resolved within 10 working days, we will let you know what our expected time frame to respond will be.

STEP 3

We may invite you to attend a meeting with the person or persons involved in order to discuss your concerns and see if we can agree a resolution. If we are unable to come to an agreed solution at the meeting or if you would prefer not to meet with us, we will provide you with a written response within the time frames noted above.

STEP 4

Our written response will include a proposed resolution to your complaint. If you do not accept our proposal please tell us in writing within 10 working days how you would like the complaint resolved.

STEP 5

If we accept your preferred resolution we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution we may invite you to mediate the dispute in order to try and resolve your complaint.

If both parties do not agree to attend mediation, then that will be the end of our process.

STEP 6

If you agree to mediate the complaint and an agreement is reached, then we will take steps to implement that solution as soon as possible. However, if we do not agree to mediate the dispute or

you do not agree to attend mediation, or if no agreement is reached, then that will be the end of our process.

Note

While we encourage you to use our complaints procedure, you can still make a complaint to the Real Estate Authority (**REA**) at any time, whether you choose to use our procedure or not.

Details of how to make a complaint to the REA can be found on their website:

<https://www.rea.govt.nz/make-a-complaint/>

The Real Estate Authority
PO Box 25371, Wellington, 6140
Phone 0800 367 732
Email: info@rea.govt.nz