

# CONSUMER ADVICE

## Information for Clients and Customers

Abercrombie and Associates Limited is licensed under the Real Estate Agents Act 2008 and therefore is bound by the [Real Estate Agents Act \(Professional Conduct and Client Care\) Rules 2009](#) required by section 14 of the Real Estate Agents Act. The rules should be read in conjunction with the [Act](#) and [regulations](#).

As required under the rules, Abercrombie and Associates Limited has an in-house Complaints and Disputes Resolution Procedure (see below).

All agents must have procedures for handling complaints. Using those procedures may be the quickest way to resolve your concerns. If you are unable to sort things out this way you can complain to the Real Estate Agents Authority under the Real Estate Agents Act 2008

You may access the Real Estate Authority's complaints process without first using Abercrombie and Associates Limited in-house procedures. Any use of our in-house procedures does not preclude you from making a complaint to the Authority.

Other existing consumer protections, such as those provided by the Fair Trading Act 1986 and the Consumer Guarantees Act 1993, also continue to be available to consumers.

## Information for Residential Property Sellers/Buyers

If you are considering **instructing Abercrombie and Associates Limited** you should ensure you have been given a copy of the [New Zealand Residential Agency Agreements Guide](#) prepared by the Real Estate Agents Authority [please note: you will need to acknowledge (in writing) receipt of the guide before you sign an Abercrombie and Associates Limited contract for services].

## Information for Residential Property Sellers

If you are considering selling a property to a purchaser introduced by Abercrombie and Associates Limited you should ensure you have been given a copy of the [New Zealand Residential Property Sale and Purchase Agreements Guide](#) prepared by the Real Estate Agents Authority [please note: You will need to acknowledge (in writing) that you have received the guide before you sign a sale and purchase agreement or other contractual document provided by Abercrombie and Associates Limited].

## Abercrombie and Associates Limited Complaints and Disputes Resolution Procedure

Abercrombie and Associates is committed to handling any complaints or disputes that do arise professionally, fairly and expeditiously.

Our standard in-house procedures are outlined below:

1. Any client or customer who wishes to make a complaint will be referred to the principal of the company.
2. If the complainant is not satisfied with the response received from the principal they can make a written complaint to Abercrombie and Associates Limited preferably using the Abercrombie and Associates Limited Complaint Form (see contact details for Abercrombie and Associates Limited below).
3. Abercrombie and Associates Limited will acknowledge receipt of the complaint and commence a review, which if deemed necessary may involve discussion with all relevant parties.
4. Abercrombie and Associates Limited will respond to the complainant upon completion of its review of the complaint.
5. If the complainant is dissatisfied with the outcome Abercrombie and Associates Limited will suggest a further course of action.

Please note: Customers or clients may access the Real Estate Agents Authority's complaints process without first using our in-house procedures. Any use of Abercrombie and Associates Limited in-house procedures does not preclude a customer or client from making a complaint to the Authority.

# COMPLAINTS FORM

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## COMPLAINANTS DETAILS

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NAME:

ADDRESS:

CONTACT: [HOME]

[WORK]

[MOBILE]

EMAIL ADDRESS:

Please specify if you are the seller, buyer, landlord, tenant, other (please explain)

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## COMPLAINT DETAILS

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Describe the complaint and let us know what are you concerns

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(Please attach additional pages if necessary)

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## COMPLAINT RESPONSE

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What action has been taken so far to resolve the complaint and let us know responses made

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What is the desired outcome and let us know what the preferred resolution about your complaint

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Please note:

In signing this form the Complainant agrees that any person about whom the complaint is made or who is involved in the matters complained about, there may be disclosure of the Complaint to the solicitor for Abercrombie and Associates Limited.

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(Signature of Complainant)	(Date)