

## IN-HOUSE COMPLAINTS PROCESS

(Real Estate Agents Act 2008 – Professional Conduct & Client Care Rules 2012 – Rule 12)

1. Complaints should be made in writing and addressed in the first instance to:

Louise Skinner  
Licensee

Hamish Cowan  
Director

Equiti Ltd  
Level 1, 208 Ponsonby Road  
Ponsonby  
Auckland 1011  
louise@reddoorgroup.co.nz

Equiti Ltd  
Level 1, 208 Ponsonby Road  
Ponsonby  
Auckland 1011  
hamish@equiti.co.nz

2. We will respond within 5 working days.

3. If we can't resolve your complaint together, Equiti Ltd agrees to refer your complaint to a mutually agreed independent mediator.

4. You may choose to take your complaint to the Real Estate Agents Authority without first utilising Equiti's in-house complaints process described above. Even if you choose to use Equiti's process you can still make a complaint to the Authority at any time.