

## Complaints Procedure

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### Introduction

As a licensed real estate agent, Stride Investment Management Limited (SIML) is required to have a written in-house procedure for dealing with complaints, which is set out below.

Our complaints procedure is designed to provide a personalised process for resolving any issue you may have about the service that you have received from SIML as a licensed real estate agent.

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Authority at any time. You can make a complaint to the Real Estate Authority even if you choose to also use SIML's own procedures.

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received.

### Step 1

Call, email or write to us to tell us what your complaint is and what you would like done to resolve it. Please note that if you call, we may ask you to put your complaint in writing so that it can be properly investigated.

Our contact details for complaints are as follows:

#### Louise Hill

General Manager Corporate Services  
Stride Investment Management Limited  
PO Box 6320  
Wellesley Street  
Auckland 1141  
Phone 0800 436 977  
Email: [complaints@strideproperty.co.nz](mailto:complaints@strideproperty.co.nz)

**Supervisor:** Caroline Pauline

#### Principal Officers:

Philip Littlewood, Chief Executive

### Step 2

Once your complaint is received, we will notify our Supervisor and the Principal Officer of your complaint and we will begin our investigation. We will respond to you within 10 working days of receipt of your complaint.

If for any reason we do not believe your complaint can be resolved within 10 working days, we will let you know what our expected time frame to respond will be.

### Step 3

As part of our investigation 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 on a solution. If we do not feel this is necessary, or if you would prefer not to meet with us, we will still investigate your complaint and 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. We would ask that you reply to this proposal in writing within 10 working days of receiving it.

### Step 5

If you agree with our proposal, we will begin the process of implementing it as soon as possible.

If for any reason you do not agree with our proposal, then we would ask you to advise us in writing that you do not accept our proposal, within 10 working days, and ask you to suggest another way of resolving your complaint.

## Step 6

If we accept your preferred resolution or another agreement is reached, then we will take steps to implement that resolution as soon as possible. However, if we decline your preferred resolution and no other agreement is reached, we may choose to offer to arrange mediation in order to try and resolve your complaint.

## Step 7

If you agree to mediation and an agreement is reached, then we will take steps to implement that solution as soon as possible. However, if we do not offer to arrange mediation, or you do not agree to attend mediation, or if no agreement is reached, then that will be the end of our process.

While we encourage you to use our complaints procedure, you are able to make a complaint to the Real Estate Agents Authority (REAA) at any time, whether or not you choose to use our procedure.

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

[www.rea.govt.nz/buyers-and-sellers/ask-a-question-or-make-a-complaint](http://www.rea.govt.nz/buyers-and-sellers/ask-a-question-or-make-a-complaint)

The Real Estate Agents Authority  
PO Box 25371  
Wellington, 6146,  
New Zealand

Phone 0800 367 732

The REAA is the independent government regulatory body for the real estate industry in New Zealand. Their role is to promote a high standard of service and professionalism in the real estate industry and assist in protecting buyers and sellers, and they provide information for buyers and sellers as well as providing advice and guidance for agents, and dealing with complaints about agents' behaviour.