

Complaint & Dispute Resolution Process

Procedure for Valuation Clients

All Knight Frank New Zealand (KFNZ) valuation reports are signed off by a Registered Valuer. The following complaint and dispute resolution procedure is provided to assist our clients should they have a complaint about the service or report they have received. KFNZ complaint and dispute resolution procedure is designed to provide our clients with a simple and personalised process for resolving any issue they might have. That procedure is set out below:

STEP 1: Call and speak to the valuer who has undertaken your valuation. Please inform the valuer about your complaint. Let the valuer know what you would like done about your complaint.

STEP 2: If the valuer has not resolved your complaint to your satisfaction please speak to the Director of Valuation. This person manages the valuer and you will most likely find that the Director has been briefed on your complaint as our valuers take all complaints seriously. The Director of Valuation may ask you to put your complaint in writing so that it can be investigated and will then come back to you within 5 working days with a response to your complaint. That response may be in writing. If the complaint is with the Director of Valuation please contact KFNZ's Licensed Principal.

STEP 3: If KFNZ are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint and confirm our position.

STEP 4: If you do not accept our proposal/position please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.

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.

STEP 6: If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute then that will be the end of our process.

STEP 7: However, at any time if you do not reach satisfaction regarding this procedure you can escalate your concerns to the Valuers Registration Board (VRB). The VRB is an independent statutory body administered by LINZ. The VRB regulates registered valuers and investigates complaints about them.

Procedure for Real Estate Clients

The following complaint and dispute resolution procedure is provided in accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012. All licensed real estate agents are required under the Act to provide client's with a written in-house complaint and dispute resolution procedure. KFNZ's complaint and dispute resolution procedure is designed to provide our clients with a simple and personalised process for resolving any issue they might have about the service or information our staff have provided. That procedure is set out below:

STEP 1: Call and speak to the salesperson who has undertaken your work. Tell the salesperson what you are complaining about and let the salesperson know what you would like done about your complaint.

STEP 2: If the salesperson has not resolved your complaint to your satisfaction please speak to the Director of Agency. This person manages the salesperson and you will most likely find that the Director has been briefed on your complaint as our salespeople take all complaints seriously. The Director of Agency may ask you to put your complaint in writing so that it can be investigated and will come back to you within 5 working days with a response to your complaint. That response may be in writing. If the complaint is with the Director of Agency please contact KFNZ's Licensed Principal.

STEP 3: If KFNZ are unable to come to an agreed resolution after a meeting, or if you don't wish to meet with us, then we will provide you with a written proposal to resolve your complaint and confirm our position.

STEP 4: If you do not accept our proposal/position please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.

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.

STEP 6: If we agree to mediate the complaint but don't settle the complaint at mediation, or we do not agree to mediate the dispute then that will be the end of our process.

STEP 7: However, at any time if you do not reach satisfaction regarding this procedure you can escalate your concerns to the Real Estate Agents Authority (REAA). The REAA is an independent statutory body and regulates licensed salespeople and investigates complaints about them.

Complaint & Dispute Resolution Process

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