

Complaints Process

Arizto's complaints process is in accordance with Rule 12 of the Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012.

Introduction

All licensed real estate agents are required to have an in-house complaints and dispute resolution procedure. Our procedure is set out below, however, you are not obliged to use this procedure. If you wish, you can make a complaint directly to the Real Estate Authority at any time, even if you choose to use our procedure.

In-house Complaints and Dispute Resolution Procedure

Our complaints and dispute resolution procedure has been created to provide a simple and effective process for resolving any complaint you may have about the service you have received from Arizto.

Step 1: Call our support team and ask to speak with the licensee agent (details below). Let us know who you are making a complaint about, what the issue is, and how you would like the matter resolved.

Step 2: The licensee agent may ask you to put your complaint in writing so they can investigate the matter further. Once your written complaint is received, the licensee agent will speak with the people involved. We will aim to respond via writing or a phone call within 10 working days. If appropriate, we may ask you to meet with members of the team to discuss the complaint and try to agree on a resolution.

Step 3: If we are unable to arrive at an agreed resolution after the meeting, or if you do not wish to meet with us, then we will send you a written proposal to try to resolve your complaint.

Step 4: If you are unhappy with our proposal and wish to make changes to it, or refuse to accept it, please advise us in writing of your response within 5 working days.

Step 5: If we accept your preferred resolution, we will try our hardest to implement that resolution as soon as possible. If we do not agree with your preferred resolution, we may invite you to mediate the dispute.

Step 6: If we do not consider mediation to be appropriate, or we agree to invite you to attend a mediation but you do not wish to accept our invitation, our complaints process will be at an end. If you still wish to pursue your complaint at this point, we suggest a written complaint be made to the Authority (if you have not done so already).

Licensee Agent's Contact Details

Pernell Callaghan

Email: pernell@arizto.co.nz

Phone: 0800 540 550

Business Address: 12 Lambie Drive, Manukau, Auckland

If you have any questions about our complaints and dispute resolution procedure, please contact our support team.