

Harcourts Complaints and Disputes Procedure

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

Our standard in-house procedure is outlined below.

1. Any client or customer who wishes to make a complaint will be referred to the manager of the relevant office
2. If the complainant is not satisfied with the response received from the manager they can make a written complaint to Harcourts Group Ltd (the franchisor), preferably using the Harcourts Complaint Form.
3. Harcourts Group Ltd will acknowledge receipt of the complaint and commence a review, which if deemed appropriate may involve discussion with all relevant parties.
4. Harcourts Group Ltd will respond to the complainant upon completion of its review of the complaint.
5. If the client or customer is dissatisfied with the outcome Harcourts will advise of appropriate further steps available.

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

Contact Details

Harcourts Group Ltd

Physical Address: 7-9 Alpers Ave, Newmarket

Postal Address: PO Box 99549, Newmarket, Auckland 1149

Email: headofficeakl@harcourts.co.nz

Fax: 09 524 1481

Complaints Form

Complainants Details

Name: _____

Address: _____

Phone Numbers: (Home) _____ (Work) _____
(Mobile) _____

E-mail: _____

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

Complaint Details

Describe the complaint (Please include relevant names/branch names)

[illegible]

(Please attach additional pages if necessary)

Complaint Details

What steps have been taken to resolve the complaint?

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

What is the desired outcome?

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, may disclose the Complainant's affairs to Harcourts Group Limited.

Date	Signature of Complainant
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