

Ray White Ponsonby Complaints & Dispute Resolution Procedures

Client/Customer raises concerns with a member of the Ray White Ponsonby management team.



Manager contacts client/customer to acknowledge receipt of complaint within 24 hours in writing.



Manager carries out investigation.



Client/Customer accepts resolution activity determined by manager.

YES



No further action required.

NO



Manager conveys to the client/customer their right to complain to the REAA.



Manager contacts company solicitor/insurer who determines actions from here.



Manager conveys solicitor/insurers recommendations to client/customer.

Nothing in the above precludes the client/customer registering their complaint directly to the REAA.