Licensed under the Real Estate Agents Act 2008

MacPherson Morice Ltd
Complaints Procedure

At Bayleys Real Estate Ltd we are committed to providing you with excellent customer service.

If you have a complaint, we will do everything possible to resolve the matter in a prompt and professional manner.

Steps to follow if you have a complaint:

Complain to the Company first

Our registered Company name is MacPherson Morice Limited
Licensed under the Real Estate Agents Act 2008
A member of the Bayleys Realty Group

Please contact the manager of the office who will personally investigate your complaint and return to you with their findings.

If we have made a mistake, we would like an opportunity to resolve the problem. If there is a misunderstanding, we will attempt to clarify the situation.

When contacting the Branch Manager it is important to use the word "Complaint" so that he/she is in no doubt that you are beginning the complaint process.

- You will need to specify which licensee (salesperson) the complaint is about.
- The address of the property in relation to this complaint.
- Give a detailed explanation of the complaint.

Once the Branch Manager has received your complaint, he/she will investigate the complaints and will respond within 10 working days to try and resolve the matter with you.

- He/she will acknowledge he/she has received your complaint
- The Company cannot charge you for looking into your complaint
- The Company agrees not to take further action over any amounts in dispute, while it is working through the complaint process.

Refer to our Principal Officer

If you remain unsatisfied, you can write to our Principal Officer, providing a full explanation and all correspondence. The Principal Officer will review the situation in full and reply in writing within 10 working days.

James MacPherson
Director/ Principal Officer
MacPherson Morice Ltd
PO Box 1110
10 Reads Quay
Gisborne 4040
Phone: 06 868 5188
Mobile: 021 488 018
Email: jdmac@bayleysgisborne.co.nz

If, after 20 working days you have not reached an acceptable solution – or you have not received an answer from the company – you may choose to take the complaint to the Real Estate Agent Authority.

Going to the Authority

Once you have been through Bayleys Realty – MacPherson Morice Ltd complaints procedure and in the unlikely event you are not satisfied with our response/actions you may wish to complain to the Real Estate Agents Authority. To do this you can go to their website and follow the complaints procedure there.
www.reaa.govt.nz