

Browns

Sotheby's
INTERNATIONAL REALTY

Complaints Process

Complaints in the first instance are handled by designated individuals within each Browns Sotheby's International Realty office.

Designates are:

Queenstown – Peter Newbold

Christchurch City and Clearwater – Neil Neumann

Auckland – Patrick McCarthy

Once a designate is informed of a complaint the following process is followed:

1. Designates discuss complaint with General Manager of Browns Sotheby's International Realty
2. Office register of complaints is updated by the General Manager
3. General Manager discusses complaint with Licensee (Real Estate Salesperson)
4. General Manager and/or Licensee then discuss complaint with Agent (Nigel Brown)
5. The General Manager and/or Agent will then respond to either the client/customer who has raised the complaint, and discuss further action if applicable.

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17th November 2009