

## Harcourts Complaints and Disputes Resolution Procedure

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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](#). (See Contact details for Harcourts Group Ltd Below)
3. Harcourts Group Ltd will acknowledge receipt of the complaint and commence a review, which if deemed necessary 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 complainant is dissatisfied with the outcome Harcourts will suggest a further course of action.

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

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Harcourts Group Ltd  
Physical Address: 7-9 Alpers Ave, Newmarket  
Postal Address: PO Box 99549, Newmarket, Auckland 1149  
Email: [headofficeakl@harcourts.co.nz](mailto:headofficeakl@harcourts.co.nz)  
Fax: 09 524 1481.



## Complaint Details

What steps have been taken to resolve the complaint?

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What is the desired outcome?

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Date

Signature of Complainant