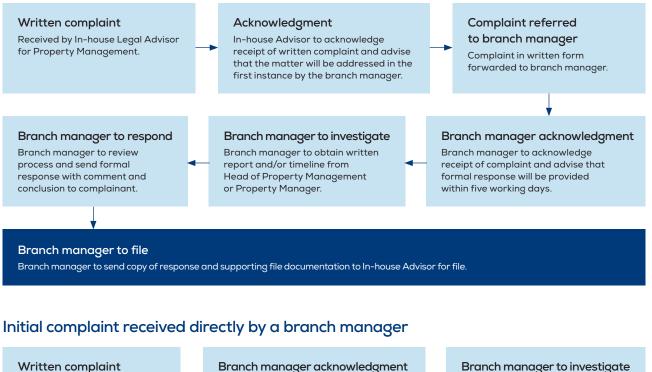


# Complaints process -property management

### REINZ Code of Practice for Residential Property Management\*

While property management is not a regulated industry, as a REINZ member we are required to take reasonable steps to adhere to the Code of Practice. This will be relevant if a dispute is escalated to the Disputes Tribunal for resolution.

### Initial complaint received by Support Centre



Received by Branch Manager

Branch manager acknowledgment

Branch manager to acknowledge receipt of complaint and advise that formal response will be provided within five working days.

Branch manager to investigate

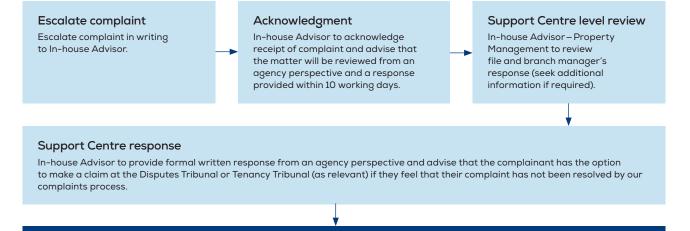
Branch manager to obtain written report and/or timeline from Head of Property Management or Property Manager.

Branch manager to respond

Branch manager to review process and send formal response with comment and conclusion to complainant.

\* reinz.co.nz/common/Uploaded%20files/REINZ/Website/2022/Membership-Documents/REINZ-Code-of-Practice-for-Residential-Property-Management.pdf

## The complaints responded to by the branch manager but which do not satisfy the complainant



### Recording

Issue to be recorded in complaints register; documentation to be held on file.

#### Note:

This process does not preclude the complainant from making a claim at the Disputes Tribunal (**disputestribunal.govt.nz**) if they are an owner or to the Tenancy Tribunal if they are a tenant.