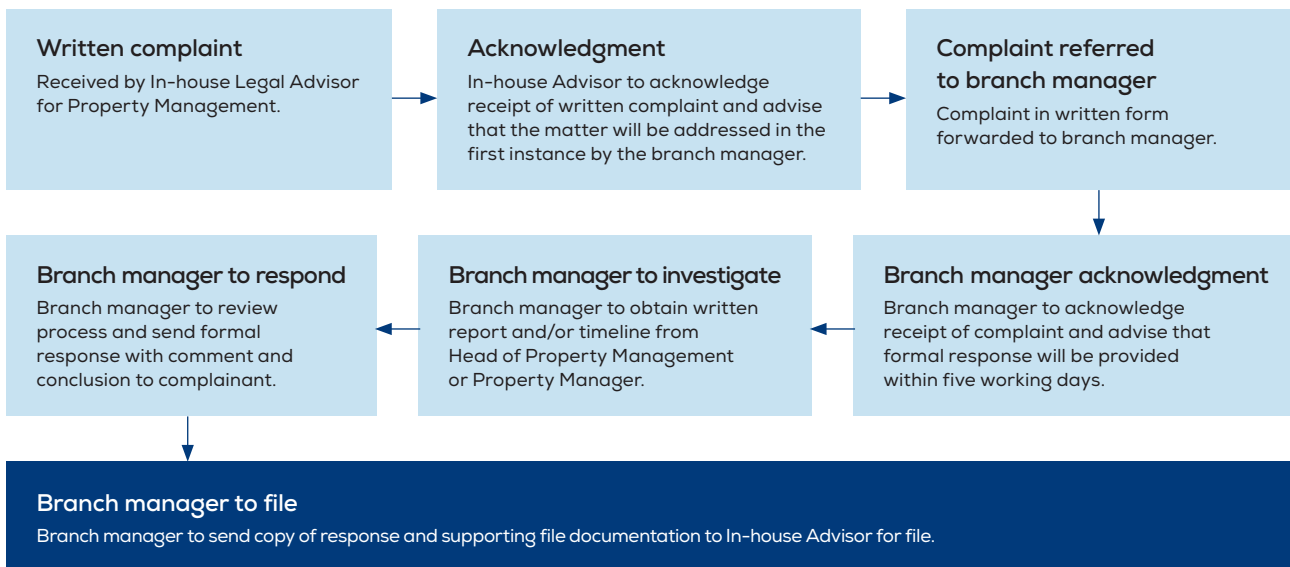


# Complaints process – property management

## 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

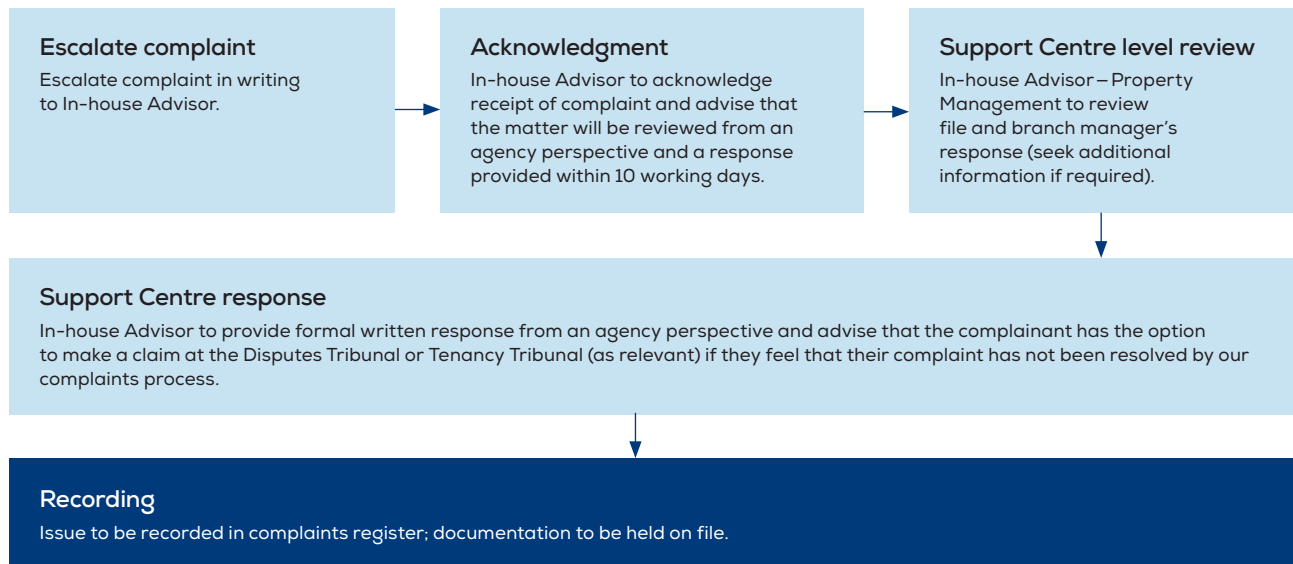


### Initial complaint received directly by a branch manager



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



### Note:

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