Complaints procedure

As a licensed real estate agent, Stride Investment Management Limited (SIML) is required to have an in-house procedure for dealing with complaints, which is set out below. Our complaints procedure is designed to provide a personalised process for resolving any issue you may have about the service that you have received from SIML as a licensed real estate agent.

Step 1

Call, email or write to us to tell us what your complaint is and what you would like done to resolve it. Please note that if you call, we may ask you to put your complaint in writing so that it can be properly investigated.

Our contact details for complaints are as follows:

General Manager Corporate Services
Stride Investment Management Limited
PO Box 6320
Victoria Street West
Auckland 1142

Phone: 09 912 2690

Email: admin@strideproperty.co.nz

Step 2

Once your complaint is received, we will notify the company licence holder, Warren Berman, of your complaint and begin our investigations. We will talk to the person/s involved and will respond to you within 10 working days of receipt of your complaint. If for any reason we do not believe your complaint can be resolved within 10 working days, we will let you know what our expected time frame to respond will be.

Step 3

As part of our investigation we may invite you to attend a meeting with the person or persons involved in order to discuss your concerns and see if we can agree on a solution. If we do not feel this is necessary, or if you would prefer not to meet with us, we will still investigate your complaint and provide you with a written response within the time frames noted above.

Step 4

Our written response will include a proposed resolution to your complaint. We would ask that you reply to this proposal in writing within 10 working days of receiving it and let us know if the solution is acceptable.

Step 5

If you agree with our proposal, we will begin the process of implementing it as soon as possible. If for any reason you do not agree with our proposal, then we would ask you to advise us in writing, within 10 working days, and ask you to suggest another way of resolving your complaint.

Step 6

If we accept your preferred resolution or another agreement is reached, then we will take steps to implement that solution as soon as possible. However, if we decline your preferred resolution or if no agreement is reached, we may invite you to mediate the complaint.

Step 7

If you agree to mediation and an agreement is reached, then we will take steps to implement that solution as soon as possible. However, if we do not offer to arrange mediation, or you do not agree to attend mediation, or if no agreement is reached, then that will be the end of our process.

Complaints to the Real Estate Agents Authority

While we encourage you to use our in-house complaints procedure, you are able to make a complaint to the Real Estate Agents Authority (REAA) at any time, whether or not you choose to use our procedure.

Their contact details are:

The Real Estate Authority
c/o PO Box 25 371,
Panama Street,
Wellington, 6140,
New Zealand

Phone: 0800 367 732 or 04 471 8930

Email: complaints@rea.govt.nz

Details of how to make a complaint to the REAA can be found on their website:

https://www.rea.govt.nz/make-a-complaint/