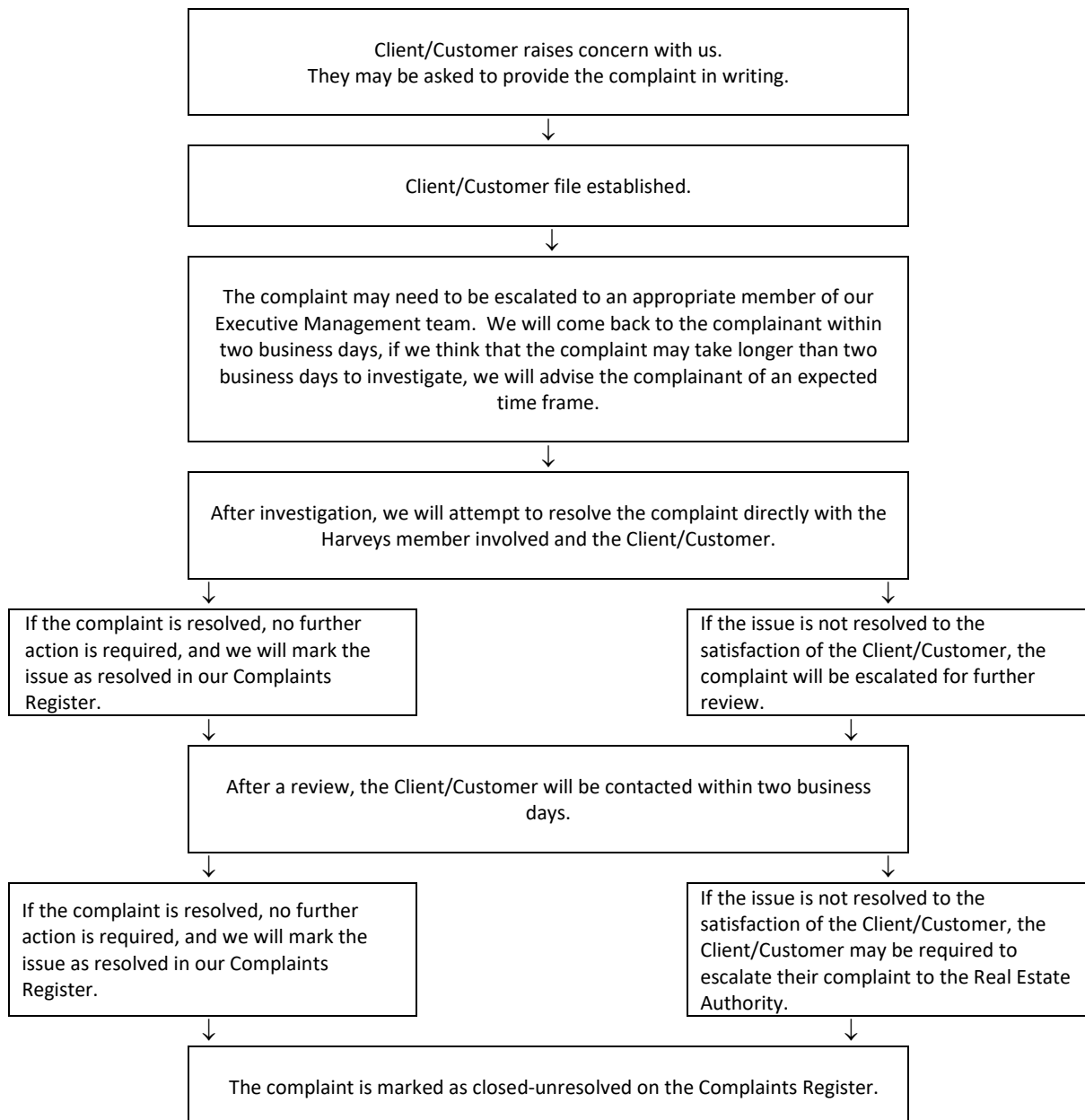


## Complaints Handling Procedure

Offices within the Harveys Group are licensed under the Real Estate Agents Act 2008 and bound by the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012. As required under the rules, Harveys has an in-house Complaints Procedure (see below).



Please contact our National Manager directly who will personally investigate your complaint. We appreciate the opportunity to resolve the problem and take all matters seriously.

Barry Grieve  
nzops@harveys.co.nz  
Ph: 09 526 5590  
PO Box 99720  
Newmarket 1149

You do not have to use our Complaints Procedure and can make a complaint direct to the Real Estate Authority at any time.

Ph: 0800 367 732 | E: [complaints@rea.govt.nz](mailto:complaints@rea.govt.nz) | PO BOX 25 371, Wellington 6140

## Privacy Policy queries and concerns

If you are concerned about how your personal information is being handled or if you feel that we have compromised your privacy in some way, please contact us at:

24 Morrow Street, Newmarket  
[nzops@harveys.co.nz](mailto:nzops@harveys.co.nz), 09 526 5590

We will acknowledge your complaint within three working days of its receipt. We will let you know if we need any further information from you to investigate your complaint.

We aim to resolve complaints as quickly as possible. We strive to resolve complaints within five working days, but some complaints take longer to resolve. If your complaint is taking longer, we will let you know what is happening and a date by which you can reasonably expect a response.

If you are not satisfied with our response to any privacy related concern you may lodge a complaint on the Privacy Office website ([www.privacy.org.nz](http://www.privacy.org.nz)) or send a complaint form to the Privacy Commissioner at:

Office of the Privacy Commissioner

P O Box 10-094  
Wellington 6143, New Zealand  
Fax: 04- 474 7595  
Email: [enquiries@privacy.org.nz](mailto:enquiries@privacy.org.nz)

Telephone: 0800 803 909  
Website: [www.privacy.org.nz](http://www.privacy.org.nz)