

## IN-HOUSE COMPLAINTS PROCESS

(Real Estate Agents Act 2008 – Professional Conduct & Client Care Rules 2012 – Rule 12)

1. Complaints should be made in writing and addressed in the first instance to:

Russell Benshaw  
Licensee

Momentum Realty 2023 Ltd  
PO Box 42073  
Orakei  
Auckland 1745  
[russell@momentumrealty.co.nz](mailto:russell@momentumrealty.co.nz)

Mark Ennis  
Director

Momentum Realty 2023 Ltd  
PO Box 42073  
Orakei  
Auckland 1745  
[mark.ennis@advicefirst.co.nz](mailto:mark.ennis@advicefirst.co.nz)

2. We will respond within 5 working days.
3. If we can't resolve your complaint together, Momentum Realty 2023 Ltd agrees to refer your complaint to a mutually agreed independent mediator.
4. You may choose to take your complaint to the Real Estate Agents Authority without first utilising Momentum Realty's in-house complaints process described above. Even if you choose to use Momentum Realty's process you can still make a complaint to the Authority at any time.