

03 March 2023

Our Ref: C51659

Mr H J Manson

By email: fyi-request-21700-2cb33d1f@requests.fyi.org.nz

Tēnā koe Mr Manson,

Official Information Act 1982 (OIA):

Thank you for your request made via website request dated 2 February 2023 in which you requested the following:

I wish to request any of the REA's internal policies, procedures, and/or documents relating to the REA investigating complaints against Real Estate Agents, Branch Managers, and/or Salespeople.

We have considered your request under the OIA. In responding to your request, where possible we have provided copies of document relevant to Real Estate Authority (**REA**) decision making regarding investigating complaints against real estate agents, branch managers and salespeople.

This includes all relevant documents within the parameters of your request from when a formal complaint is received, up to the point in which a complaint is referred to a Complaints Assessment Committee and is therefore no longer subject to REA decision making.

Information being released

Internal policies, procedures and/or documents relating to the investigation of complaints

REA has a number of internal documents and policies in place for handling formal complaints received under the Real Estate Agents Act 2008. We have provided you with copies of relevant internal policies and processes and templates that we use in handling formal complaints.

Please find attached with this letter, copies of:

1. Early Resolution Process manual dated March 2019
2. REA Investigations Manual v2017

We note that as an independent and proactive regulator, REA is always looking for opportunities for improvement of our systems and processes. In 2022 we commenced a complaints and licensing improvement project. This project is on-going and therefore, I highlight that, all of the documents falling within the scope of your request will likely be the subject of further review, consideration and possible amendment as part of the project.

Next steps

If you wish to discuss this response with us, please contact me by phone on 04 815 8580, or by email at josh.doherty@rea.govt.nz.

You have the right to make a complaint, in respect of this response, to the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz. You may make the complaint online at that web address, by email at info@ombudsman.parliament.nz, or in writing to the following address:

The Ombudsman
PO Box 10 152
WELLINGTON 6143

Nāku iti noa, nā



Josh Doherty

Head of Regulatory Services