

## Match Realty Ltd Complaints Procedure

The team at Match strive to maintain the best possible service at all times. If you have a problem, whether it's big or small, we would prefer to know as soon as possible.

**Step 1:** Contact the agent involved with your transaction to discuss the problem at hand. Most issues that arise can be remedied with a discussion.

**Step 2:** Contact Match Licensed Agent Georgie Clatworthy to discuss further action. Georgie may require your complaint in writing.

Phone: 09 307 1414

Email: [gclatworthy@matchrealty.co.nz](mailto:gclatworthy@matchrealty.co.nz)

**Step 3:** If your problem has not been resolved to your satisfaction you can contact REAA and make a formal complaint. Further information can be obtained from <http://www.reaa.govt.nz>.

Phone: 0800 367 7322 or 04 471 8930

Email: [newcomplaints@reaa.govt.nz](mailto:newcomplaints@reaa.govt.nz)

