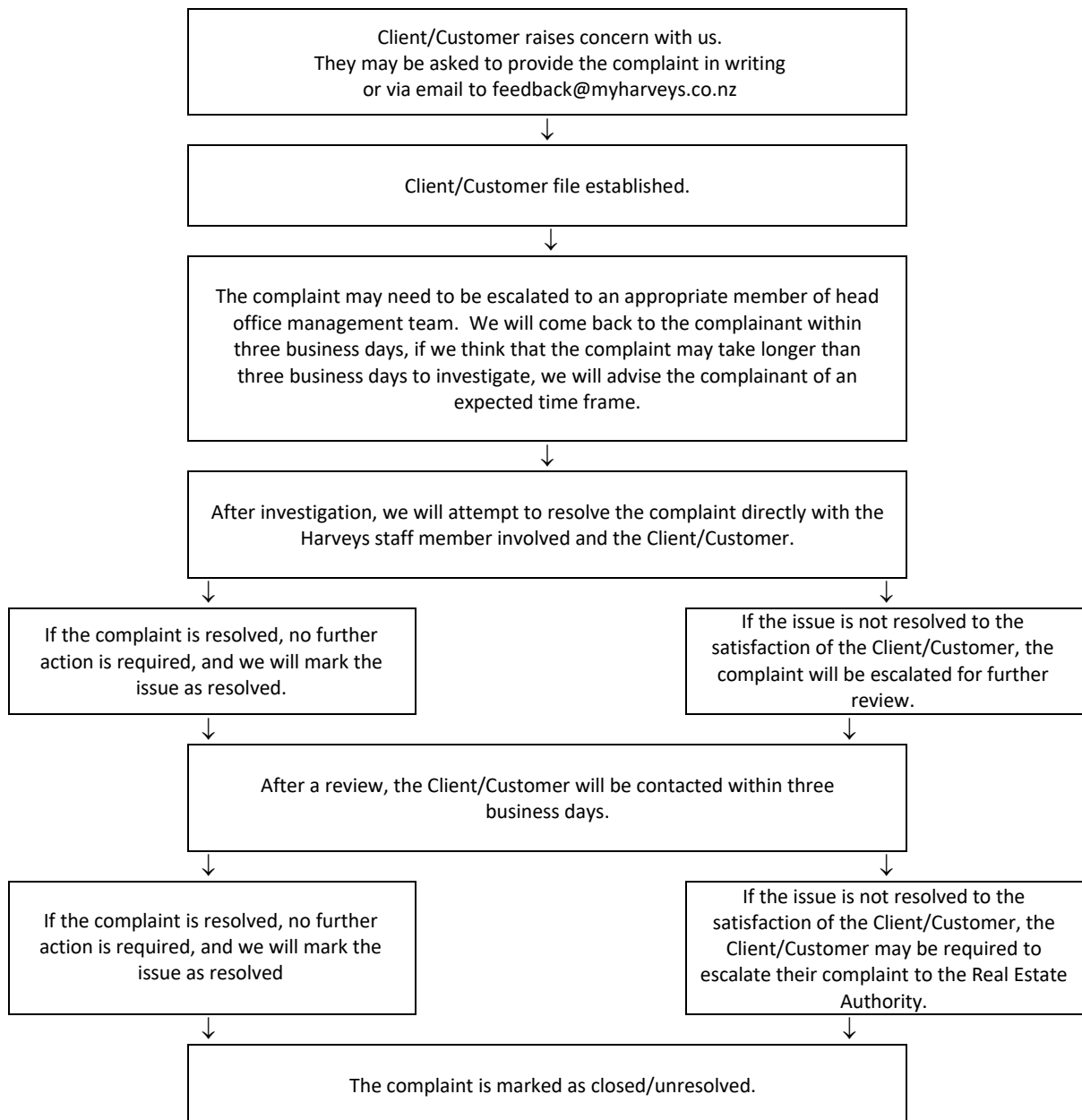


Complaints Handling Procedure

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.



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

Kelly Brady & Darren Brady
 feedback@myharveys.co.nz
 Ph: 09 298 4000
 319-323 Great South Road
 Papakura, 2110

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 | 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:

319-323 Great South Road, Papakura 2110
feedback@myharveys.co.nz, 09 298 4000

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) 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

Telephone: 0800 803 909

Website: www.privacy.org.nz