

# Complaint Handling Policy

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## How to make a complaint

Savills aims to make it easy for you to bring any problems or complaints to our attention.

You should first raise your issue with the agent, representative or property manager who is handling your business.

If you are not satisfied with the outcome, you can make a complaint to us by:

- Telephone (during business hours): Call (02) 8215 8913 and ask to speak to Steven McMahon, General Counsel
- Email: [smcmahon@savills.com.au](mailto:smcmahon@savills.com.au)
- Post: Savills NZ Limited  
Level 6, 41 Shortland Street,  
Auckland, 1010, New Zealand

Please provide as much detail as possible about your complaint, including the outcome you would like.

## How we will handle your complaint

Savills' Complaints Officer will oversee the complaints process. This person is responsible for working with you and relevant staff, to ensure that the issues you raise are fully examined and that your complaint is handled in accordance with this process.

We will treat the process, and all the details of your complaint, in strict confidence.

We will always try to give you a fair opportunity to explain your case. You should make your initial complaint as clear as possible.

## How long will it take?

We will try to resolve your complaint as soon as possible. However, how long this takes will depend on the nature and complexity of the issues you have raised.

We will send you acknowledgment of receipt of the complaint within two business days. We will give you an estimate of how long it may take us to deal with the matter and we will try to finalise the matter within five business days.

## What action will we take in response to your complaint?

If we decide that your complaint is justified, we will then decide what action we should take in response. We will always try to match our response to the nature of your complaint and your desired outcome, but this may not always be possible.

Some of the things we might do include:

- Take steps to rectify the problem or issue you have raised
- Give you additional information or advice so you can understand what happened or how we have dealt with it
- Take steps to change our policies or procedures if your complaint identifies a problem in the way we are doing things.