

Internal Complaints Procedure

‘Your reputation arrives on a tortoise and leaves on a hare’

Quote - Danny Thomas – Australasian Agribusiness guru (and former manager of some Arotahi staff).

1.0 Background

Arotahi Agribusiness Limited (Arotahi) provides Transaction, Valuation, and Advisory services throughout Aotearoa New Zealand to a range of corporate, private, iwi, institutional and public sector clients across a range of primary sector land uses. The suite of professional services that Arotahi provides is governed by a combination of legislation, regulation, professional practice standards and codes of conduct required by relevant professional bodies, including (but not limited to) those issued by:

- The Real Estate Authority (REA)
- The Property Institute of New Zealand (PINZ)
- The Valuers Registration Board (VRB)
- The New Zealand Institute of Valuers (NZIV)
- The New Zealand Institute of Forestry (NZIF)
- The Institute of Rural Professionals New Zealand (IRPNZ).

The Directors, employees and independent contractors of Arotahi are united in their commitment to the highest standards of professional integrity, best practice and the ethical behaviour. Whilst our shared desire is to meet or exceed clients' and stakeholders' expectations of our professional services and

conduct, there may be times when a person wants to formally raise a concern or make a complaint about Arotahi Agribusiness Limited (Arotahi) as a business or an individual professional.

2.0 Purpose

It is not mandatory to use our internal complaints procedure and complaints may be made directly to the relevant professional bodies as detailed below; however, these professional bodies will invariably encourage you to use an internal complaints procedure in the first instance. The purpose of the Arotahi Internal Complaints Procedure is therefore to:

- Provide our clients the opportunity to give us the details of their complaint or concerns;
- Understand the nature and context of any complaint promptly;
- Seek an early and equitable resolution; and
- Avoid unnecessary escalation or legal proceedings where possible.

Arotahi is committed to resolving any matters that are within its control. However, there may be instances where obligations under Arotahi's professional indemnity insurance require direction from its insurer.

This Internal Complaints Procedure is intended to document our complaints process and hold Arotahi and its staff to account in operating to these standards and importantly, facilitate orderly, timely and cost-effective resolution of any complaints.

3.0 How to Make a Complaint

In the interests of simplicity and natural justice, a complaint that a client or stakeholder (or member of the public) wishes to raise should be made in writing, and directed to:

- Gerrard Wilson, Arotahi Agribusiness Independent Advisor, gerrard.wilson@arotahiagri.co.nz. Gerrard can also be contacted on +64 21 537 245 for a discussion in relation to your complaint.
- It is important that the concern or complaint is documented in writing to assist evaluation and to help resolve your complaint we will need to understand all of the details; accordingly Gerrard will need your contact details, a full explanation of the basis of your complaint and what you are not

satisfied with, any documents that support your complaint and ideally how you consider the issue or complaint might be resolved. Gerrard will acknowledge your complaint and respond within 5 working days.

4.0 Resolution Process

In the first instance, we will discuss your complaint with you, investigate the complaint and following this attempt to find amicable and mutually acceptable options to resolve the situation. If extra time is needed to resolve your complaint, we will advise when you can expect a response.

1. If a resolution is reached, Arotahi will act on it as promptly as possible.
2. If a resolution cannot be achieved, the parties may agree to mediation, with an independent and suitably qualified mediator jointly appointed. In doing so:
 - Each party will meet their own preparation costs.
 - Arotahi will, in good faith, cover 100% of the mediator's fee.
3. If the complainant remains dissatisfied after mediation, they may escalate the matter to the relevant external authority.

5.0 External Complaints Pathways

Should we not be able to satisfactorily resolve your complaint with you or for other reasons you consider that the complaint should be escalated earlier, you are entitled to escalate the complaint or issue to the relevant external or governing body. If the matter relates to:

- Real estate agency services → refer to the Real Estate Authority Complaints Procedure: <https://www.rea.govt.nz/make-a-complaint/>
- Valuation services → refer to the Valuers Registration Board Complaints Process: <https://www.linz.govt.nz/regulatory/valuation/valuers-registration-board>

6. Confidentiality and Fairness

All complaints will be treated with discretion and fairness. Information will be shared only as required to properly investigate and resolve the matter. Arotahi is committed to ensuring that no person raising a complaint will be treated unfavorably as a result.