



JVL Complaints Process

If you are satisfied with our service,
please tell others.

If you are not satisfied with our service,
please . . . tell us.



INNOVATION | INTEGRITY | ACHIEVEMENT

JVL Prestige Realty Ltd MREINZ - Licensed Real Estate Agent (REAA 2008)
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JVL is committed to providing a quality real estate service to its vendors and purchasers, and we are proud of our intention and desire to uphold this commitment. However, we also realise from time to time that we don't always get this right.

In this instance, if you feel dissatisfied with the service provided by us, then we invite you to bring it to our attention via this JVL Complaints Process.

Contact details:

Principal	John van Lienen 027 446 4683 john@jvl.co.nz
Sales Manager	Roy Nielsen 027 484 9458 roy@jvl.co.nz
Business Manager	Michelle van Lienen 027 249 8361 michelle@jvl.co.nz

You are also able to access a complaints process as provided by the Real Estate Agents Authority. It should be further noted that you may do so without first using the JVL Complaints Process nor in using this process does it preclude you from accessing that as provided by the Authority.

Real Estate Agents Authority

PO Box 25371, Wellington 6146
Phone: 0800 367 7322
Web: www.reaa.govt.nz

