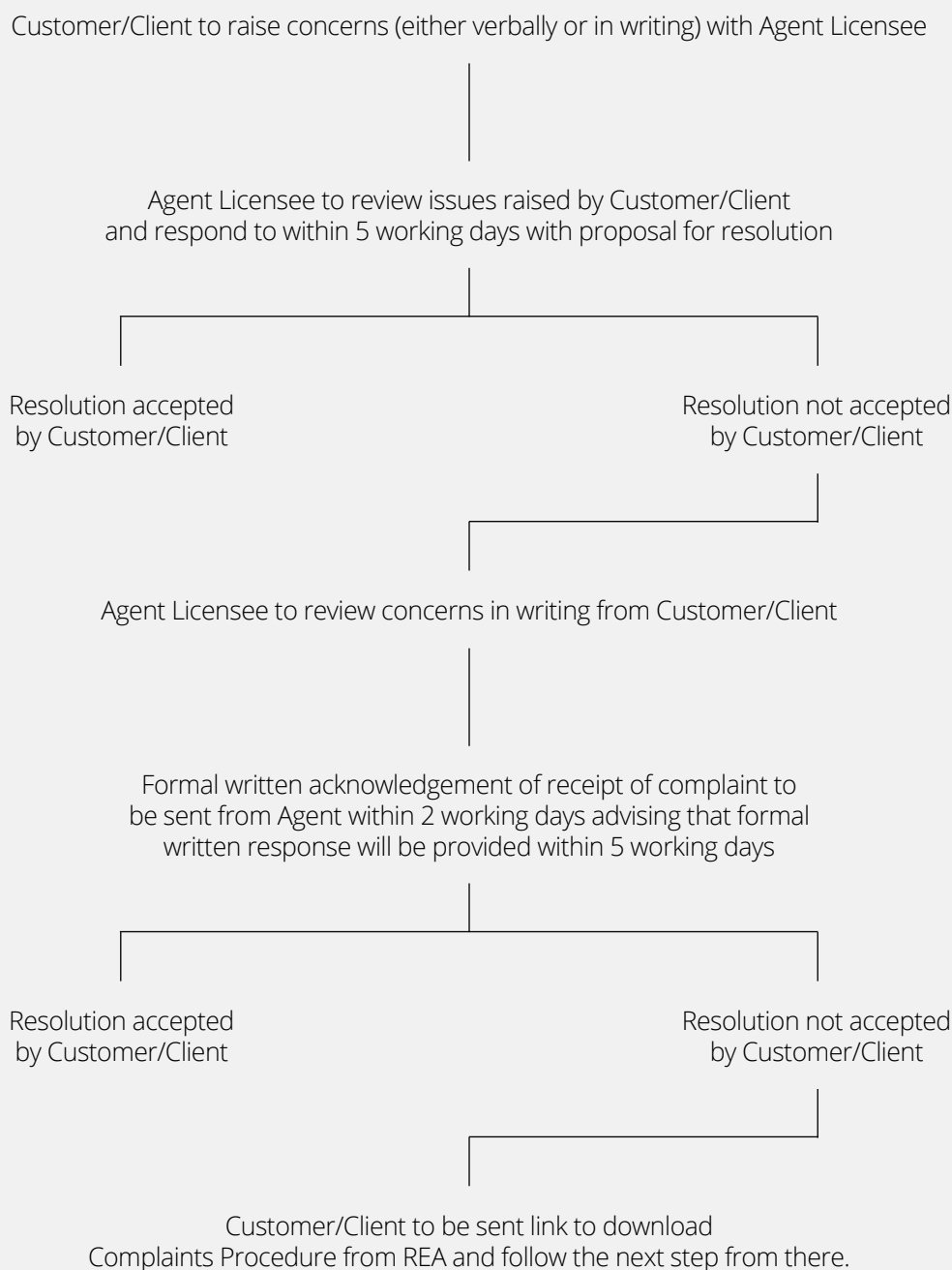


In-House Complaints Process

(Real Estate Agents Act 2008 - Professional Conduct & Client Care Rules)



Clients and Customers should be aware that in seeking to resolve a complaint through our in-house process, they are not precluded from exercising their statutory rights under the Real Estate Agents Act 2008 and can claim direct to the Authority at any time.

The Real Estate Agents Authority

c/- PO Box 25-063
Wellington 6146
New Zealand
www.rea.govt.nz