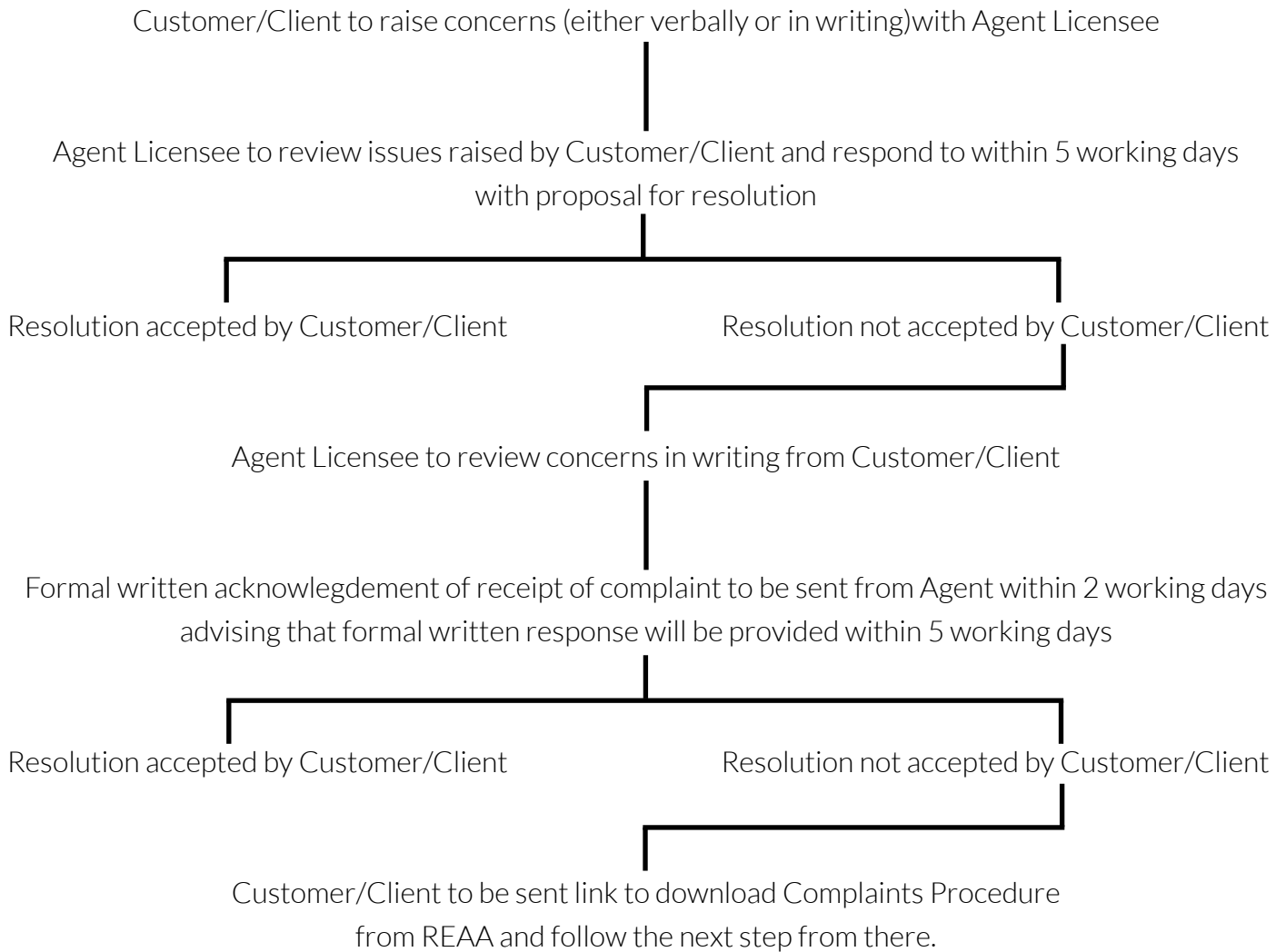


# In-House Complaints Process

(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.reaa.govt.nz](http://www.reaa.govt.nz)