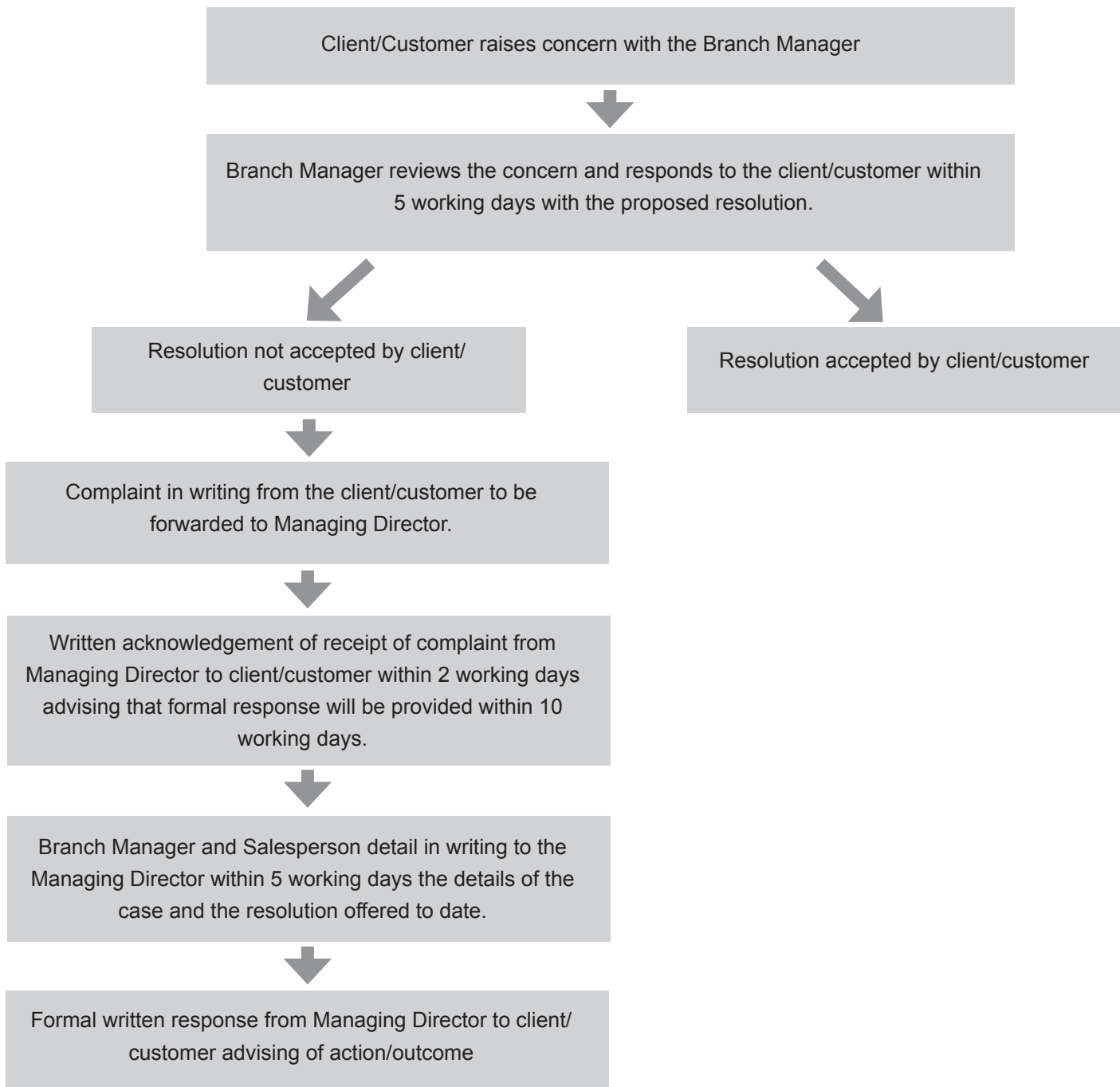


# In-house complaints procedure

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



**Note** This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority may be contacted at: The Real Estate Agents Authority, PO Box 25-063, Wellington 6146 or [www.reaa.govt.nz](http://www.reaa.govt.nz)