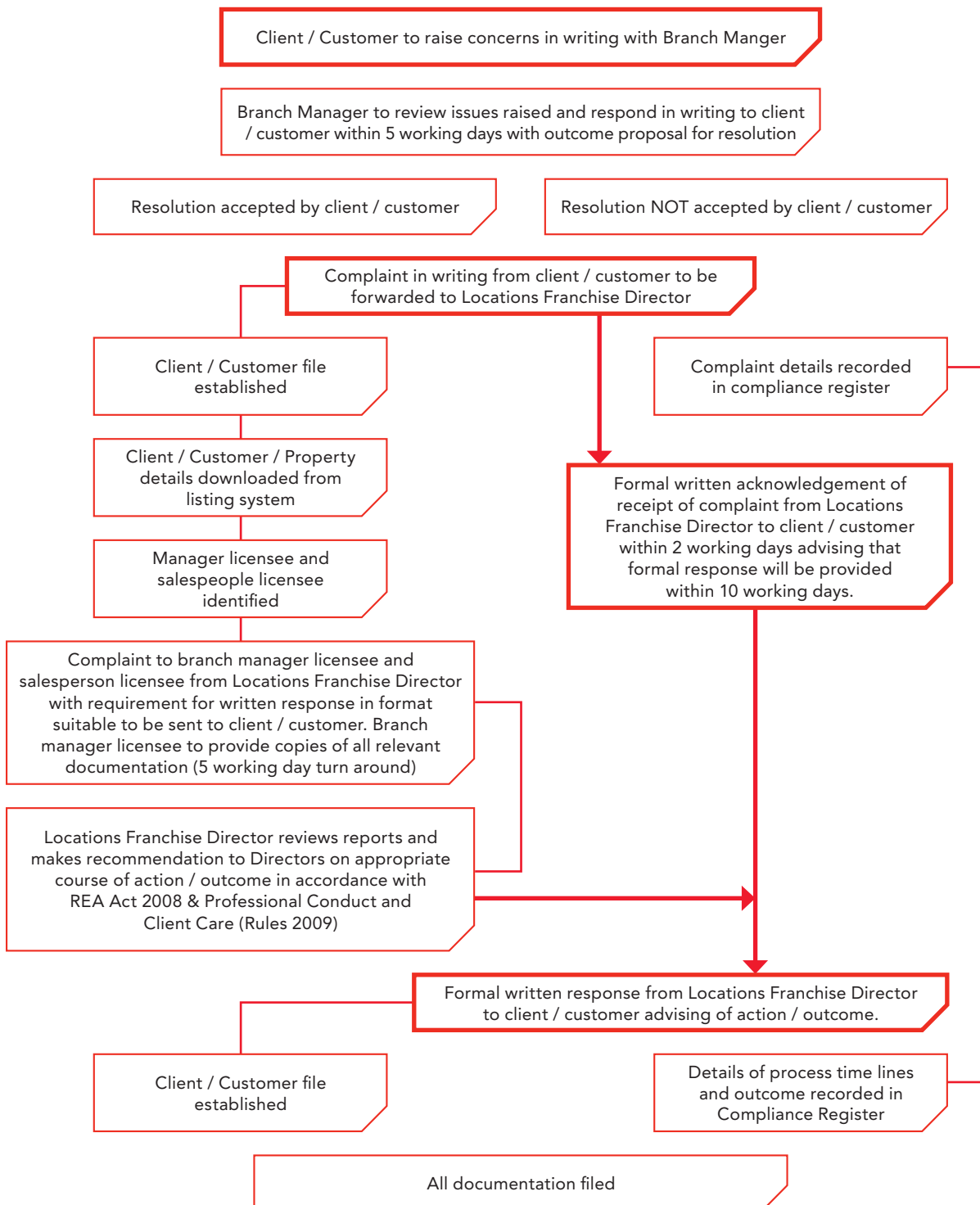


## In-house Complaint and Dispute Resolution Process

Real Estate Agents Act 2008 – Professional Conduct and Client Care (Rules 2009) (Rule 10.1)



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, C/- PO Box 25-063, Wellington 6146, New Zealand.