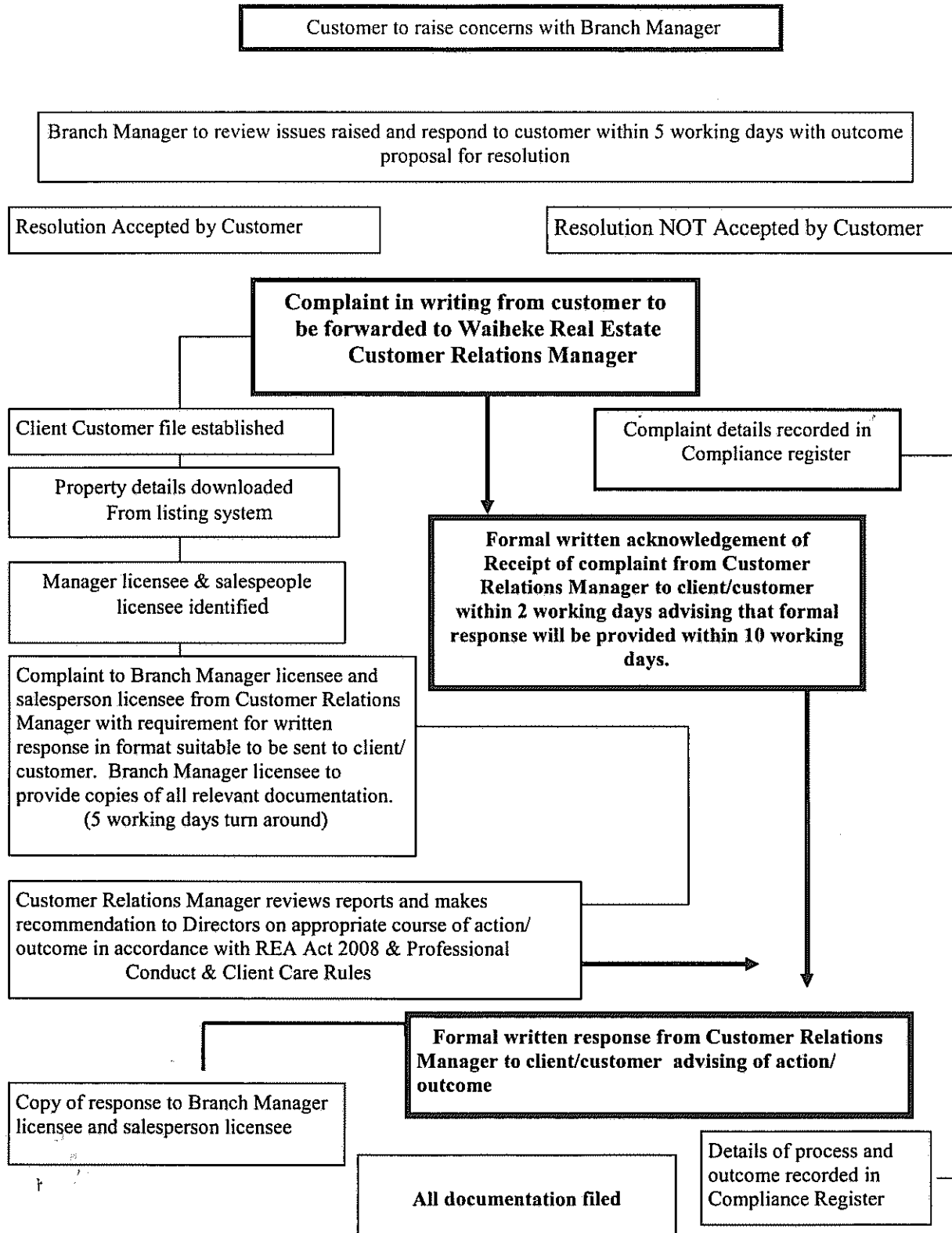


WAIHEKE REAL ESTATE IN-HOUSE COMPLAINT PROCESS

(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
c/- P.O. Box 25-063
Wellington 6146
New Zealand www.reaa.govt.nz*