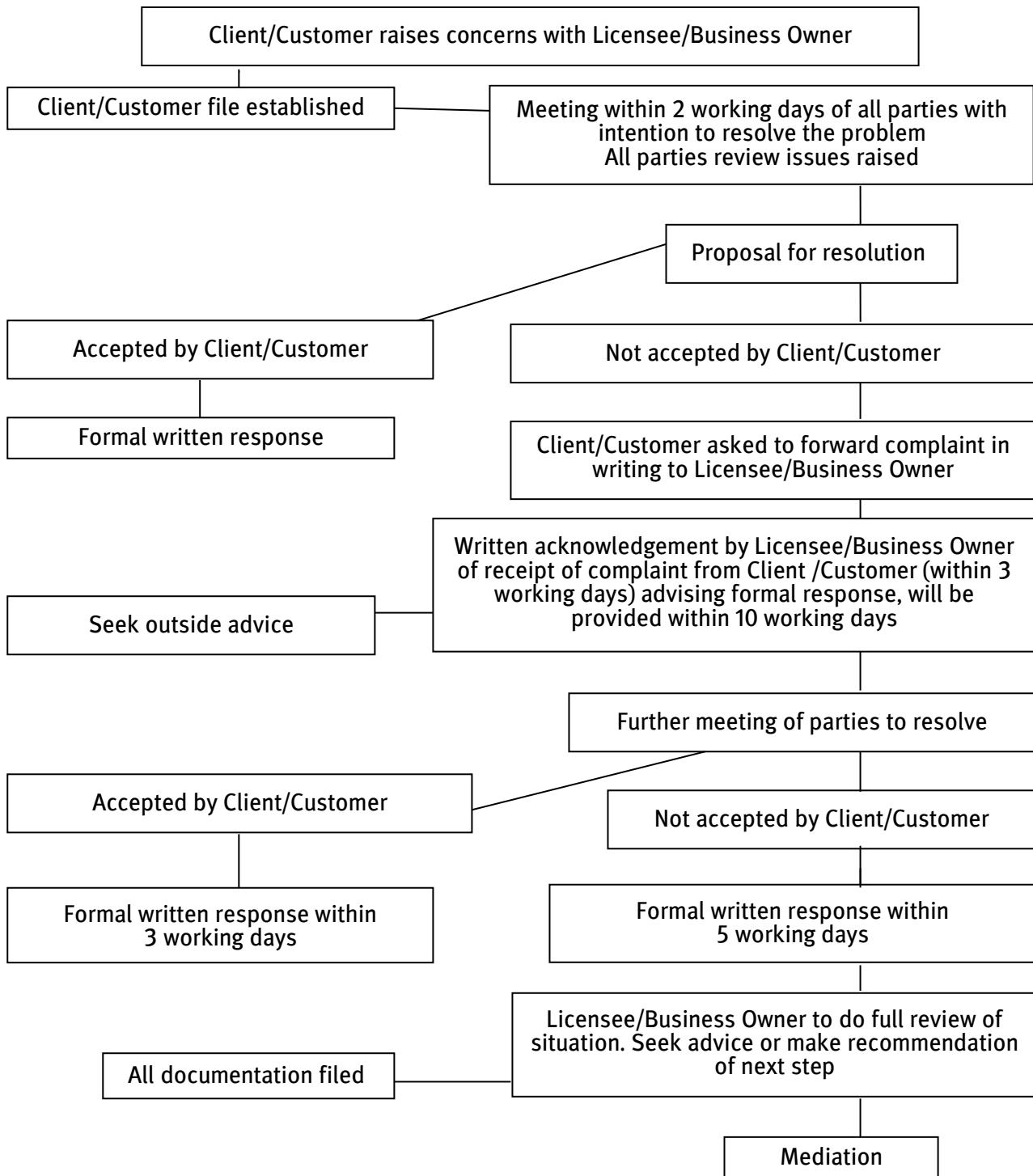


## IN HOUSE COMPLAINTS PROCESS

**Real Estate Agents Act 2008  
Professional Conduct – Client Care Rules 2012**



This procedure does not preclude the matter from being referred to the Real Estate Authority, PO Box 25 063, Wellington 6146 – [www.rea.govt.nz](http://www.rea.govt.nz)