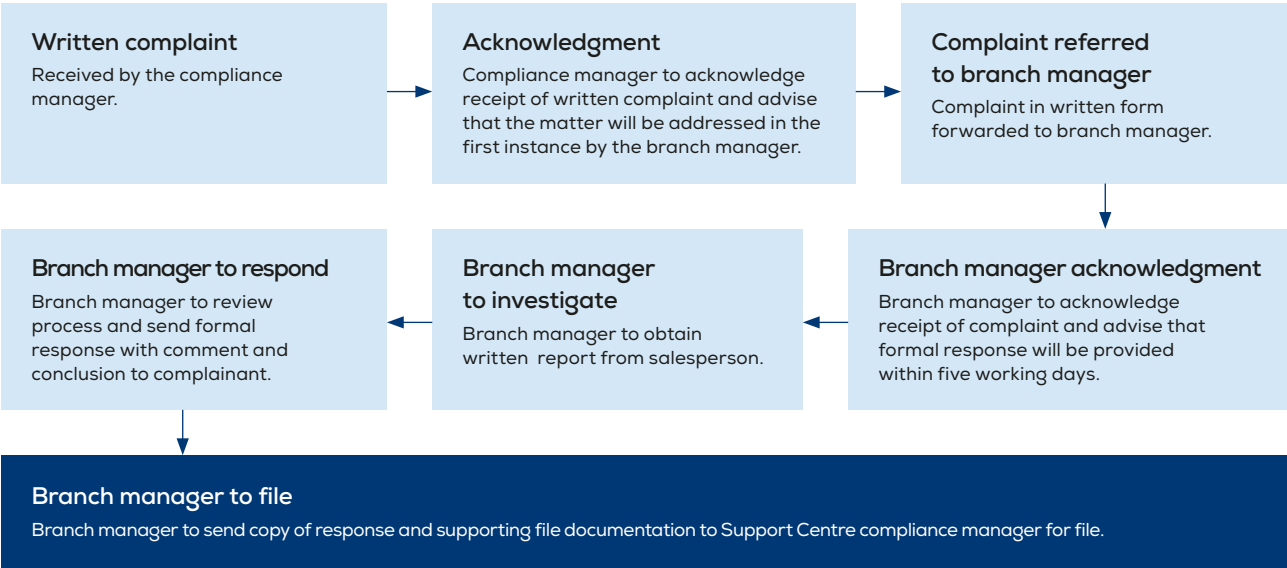


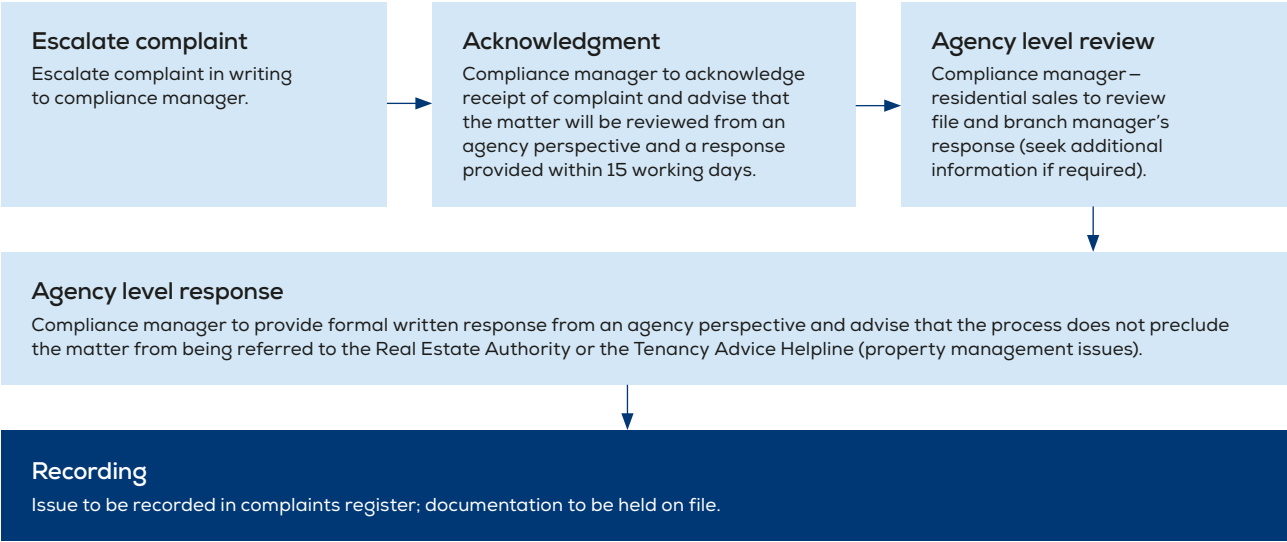
# Complaints

## Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 – Rule 12

**Initial complaint:**



**For complaints responded to by the branch manager but which do not satisfy the complainant:**



**Note:**

This process does not preclude the matter from being referred to the Real Estate Authority. The Authority may be contacted at: The Real Estate Authority, c/- PO Box 23-063, Wellington 6164, New Zealand. [rea.govt.nz](http://rea.govt.nz)