

Complaints

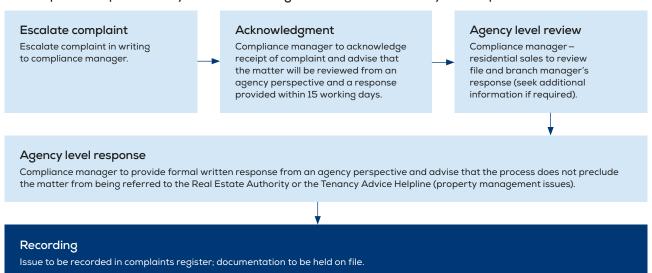
Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012 – Rule 12

Initial complaint:



Branch manager to send copy of response and supporting file documentation to Support Centre compliance manager for file.

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