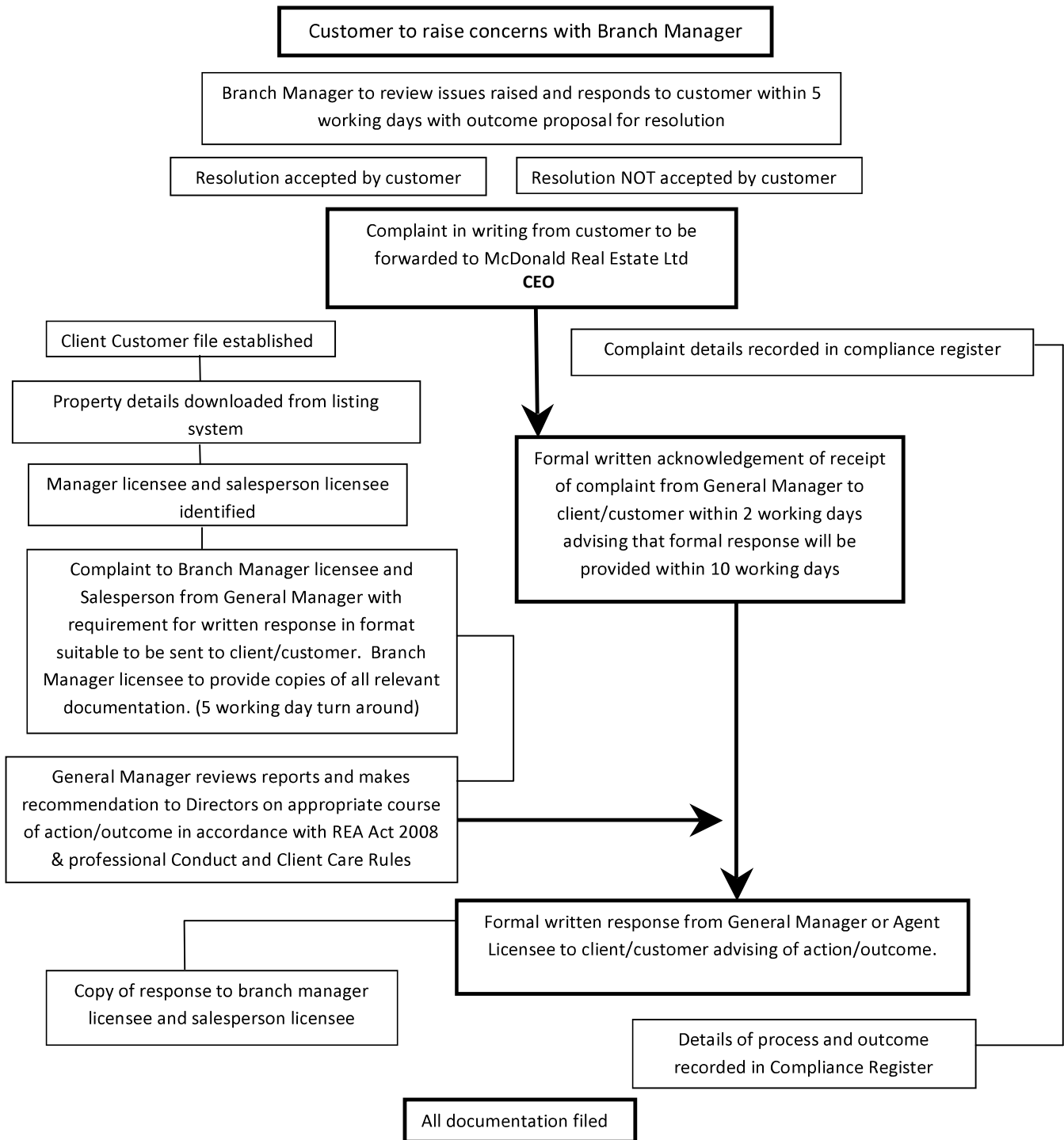


# MCDONALD REAL ESTATE LTD IN-HOUSE COMPLAINT PROCESS

(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  
 Level 2, 10 Brandon Street  
 PO Box 25371  
 Wellington 6146  
 Phone: 0800 for REAA (0800 367 7322)  
 +64 4 471 8930  
 Fax: 04 815 8468  
 Email: [info@reaa.govt.nz](mailto:info@reaa.govt.nz)



Licensed under the Real Estate Agents Act 2008