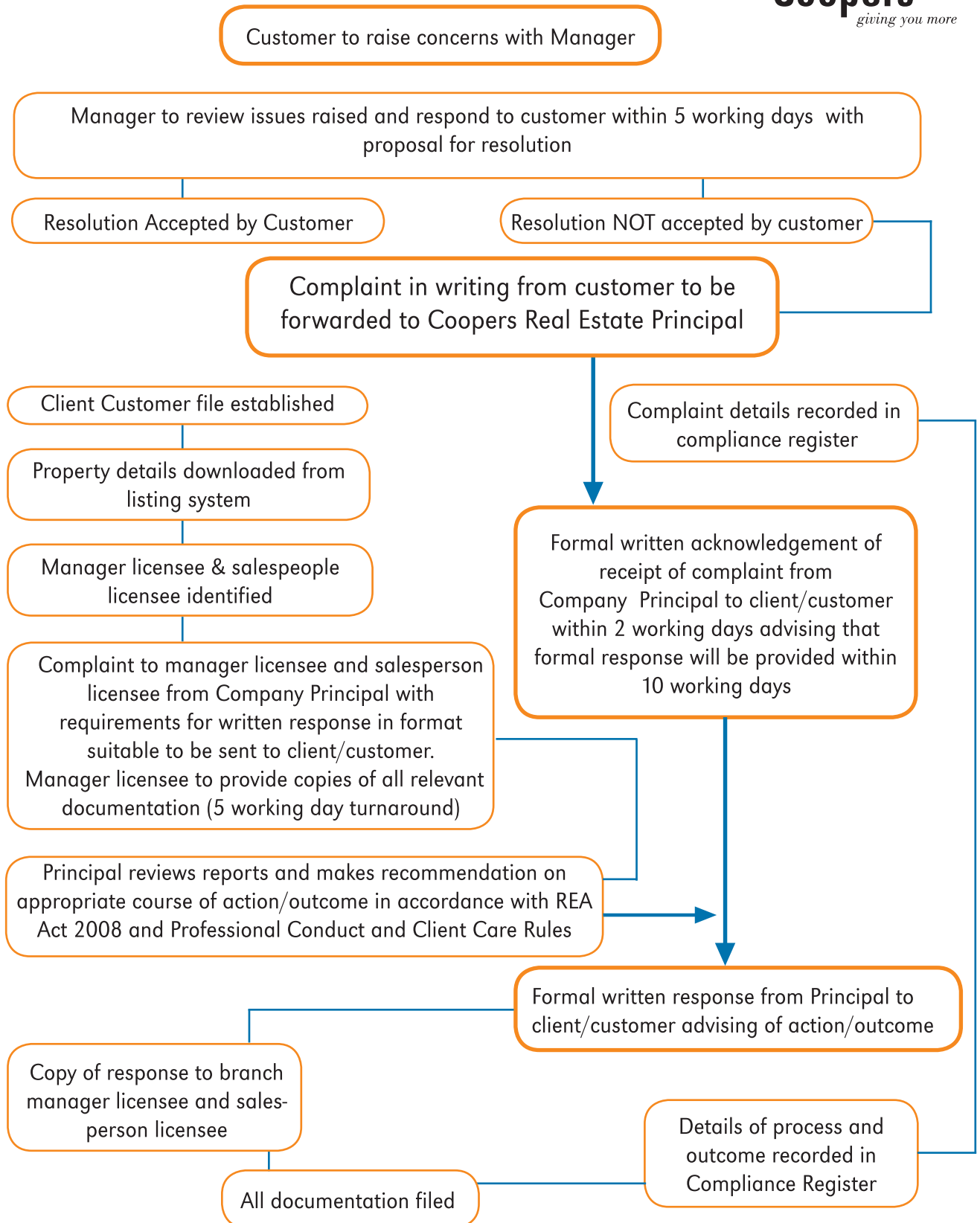


ROSS COOPER REAL ESTATE LTD IN-HOUSE COMPLAINTS PROCESS

(Real Estate Agents Act 2008 – Professional Conduct & 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/- PO Box 25-063
Wellington 6146
New Zealand
www.reaa.govt.nz