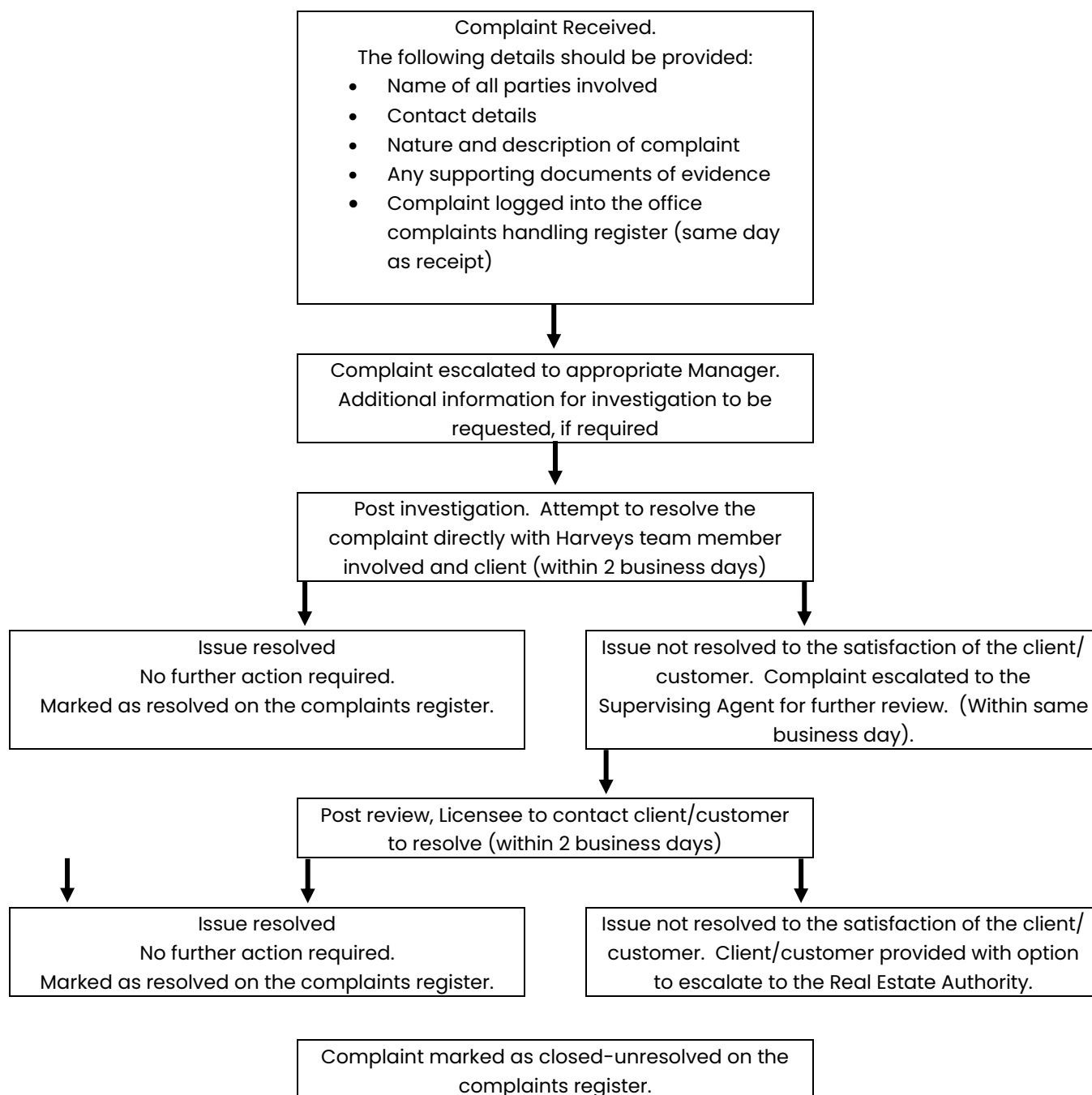


Complaints Handling Procedure

Harveys Bath Real Estate Ltd. is licensed under the Real Estate Agents Act 2008 and bound by the Real Estate Agents Act (Professional Conduct and Client Care) Rules 2012. As required under the rules, Harveys Bath Real Estate Ltd. has an in-house Complaints Procedure (see below).



Note: This process does not eliminate the client/customers rights to refer this matter to the Real Estate Authority. www.rea.govt.nz/make-a-complaint/