

MCDONALD REAL ESTATE LTD IN-HOUSE COMPLAINT PROCESS

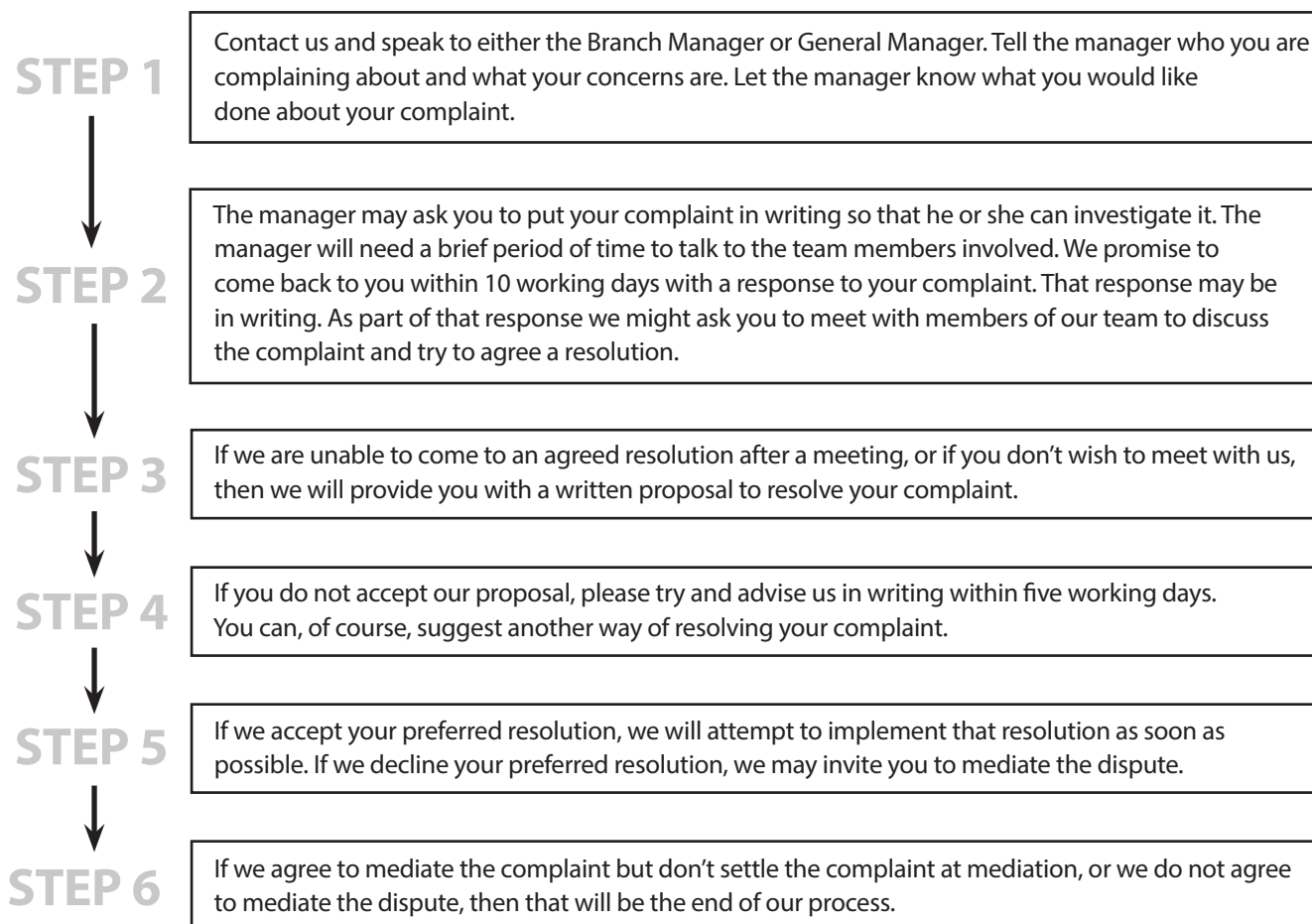
In accordance with Rule 12 Real Estate Agents Act (Professional Conduct and Client Care Rules) 2012

All licensed real estate agents are required to have a written in - house complaints and dispute resolution procedure. The procedure for McDonald Real Estate Ltd is set out below.

You do not have to use our complaints and resolution procedure. You may make a complaint directly to the Real Estate Authority at any time. You can make a complaint to the Real Estate Authority even if you choose to also use our procedures.

In-house Complaints and Dispute Resolution Procedures

Our complaints and dispute resolution procedures are designed to provide a simple and personalised process for resolving any complaint you might have about the service you have received from our agency.



Remember: You can still make a complaint to the Real Estate Authority in the first instance and, even if you use these procedures, you can still make a complaint to the Real Estate Authority at any time.

The Real Estate Authority
c/ - PO Box 25 - 371
Wellington 6146
New Zealand

Phone
0800 FOR REA or 0800 367 732

TRUSTED IN TARANAKI SINCE 1912

Offices in Hawera, Eltham, Stratford, Opunake,
Inglewood, Waitara, New Plymouth & Oakura

McDonald
REAL ESTATE
MREINZ LICENSED REAA 2008 LIMITED