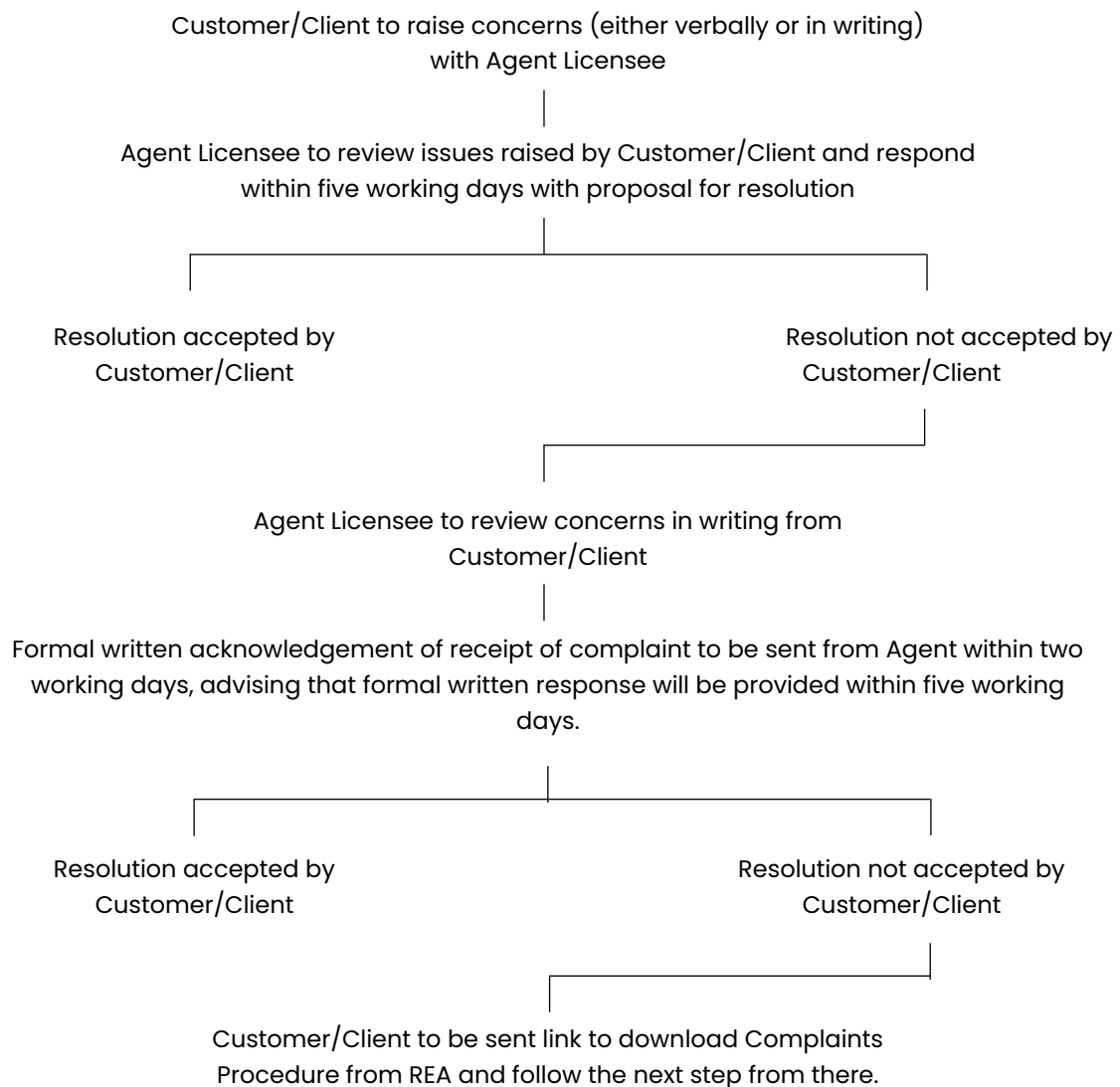


## Complaints Handling Procedure

All LJ Hooker offices are independently owned and operated and licensed under the Real Estate Agents Act 2008. We are bound by the Real Estate Agents Act 2008 (Professional Code of Conduct and Client Care) Rules 2012. As required under the rules, LJ Hooker 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/](http://www.rea.govt.nz/make-a-complaint/)