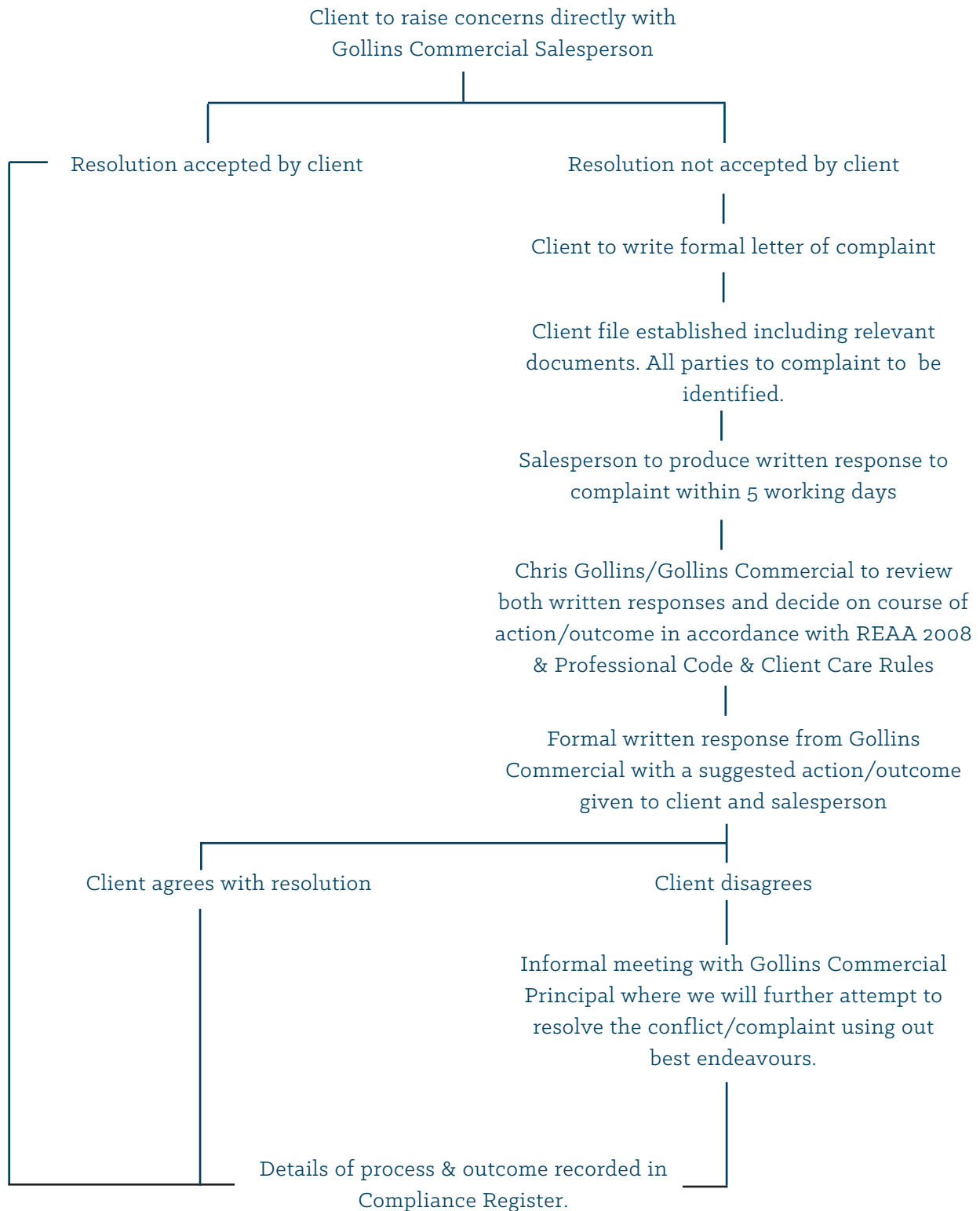


Gollins Commercial

In-house complaints process



NB: This process does not preclude the matter from being referred to the Real Estate Agents Authority. The Authority can be contacted at: REAA c/o P O Box 25-063, Wellington 6146