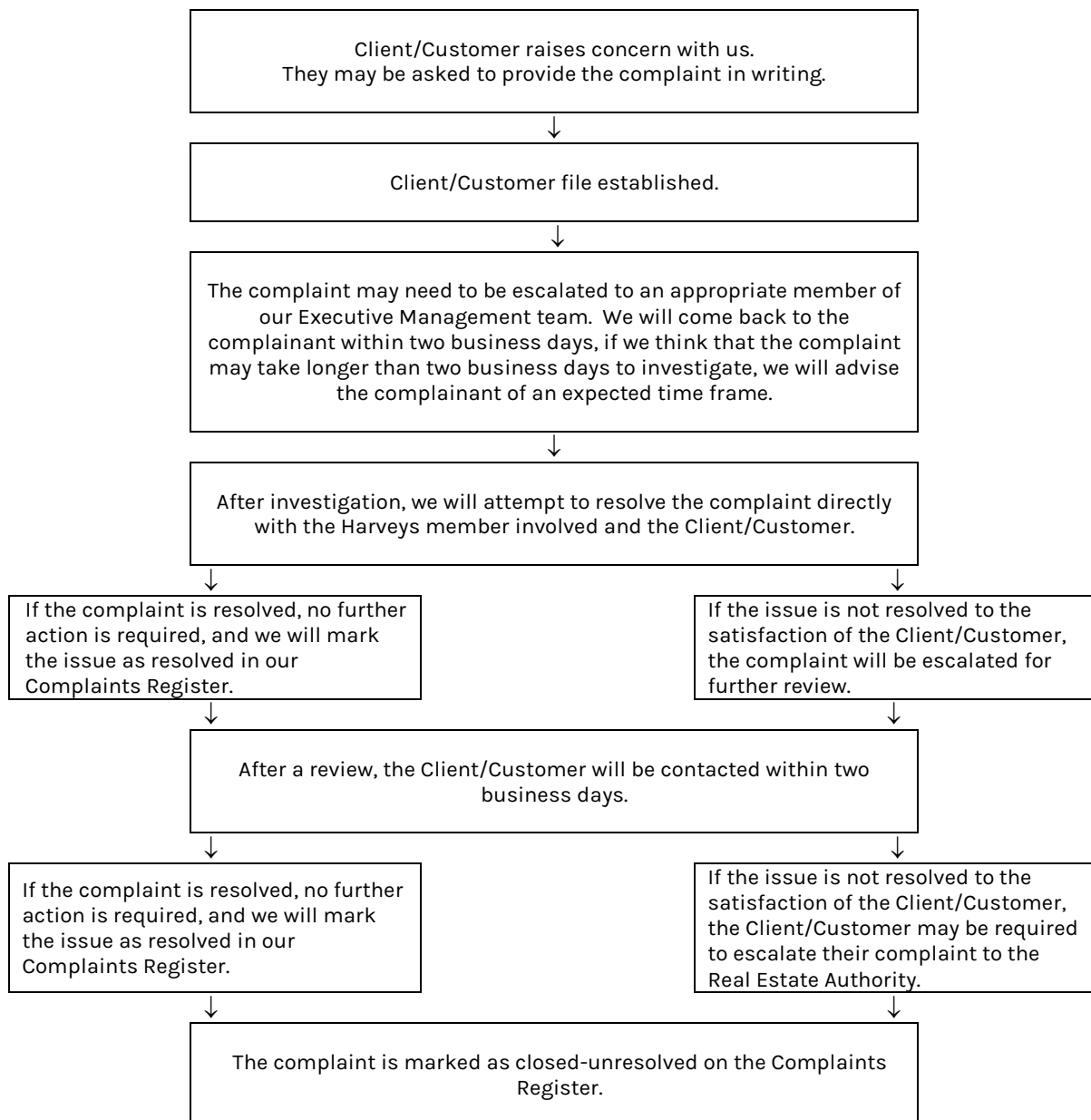


# Complaints Handling Procedure

Offices within the Harveys Group are 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 has an in-house Complaints Procedure (see below).



Please contact our National Manager directly who will personally investigate your complaint. We appreciate the opportunity to resolve the problem and take all matters seriously.

Barry Grieve  
nzops@harveys.co.nz  
Ph: 09 526 5590  
PO Box 99720  
Newmarket 1149

You do not have to use our Complaints Procedure and can make a complaint direct to the Real Estate Authority at any time.

Ph: 0800 367 732 | E: complaints@rea.govt.nz | PO BOX 25 371, Wellington 6140