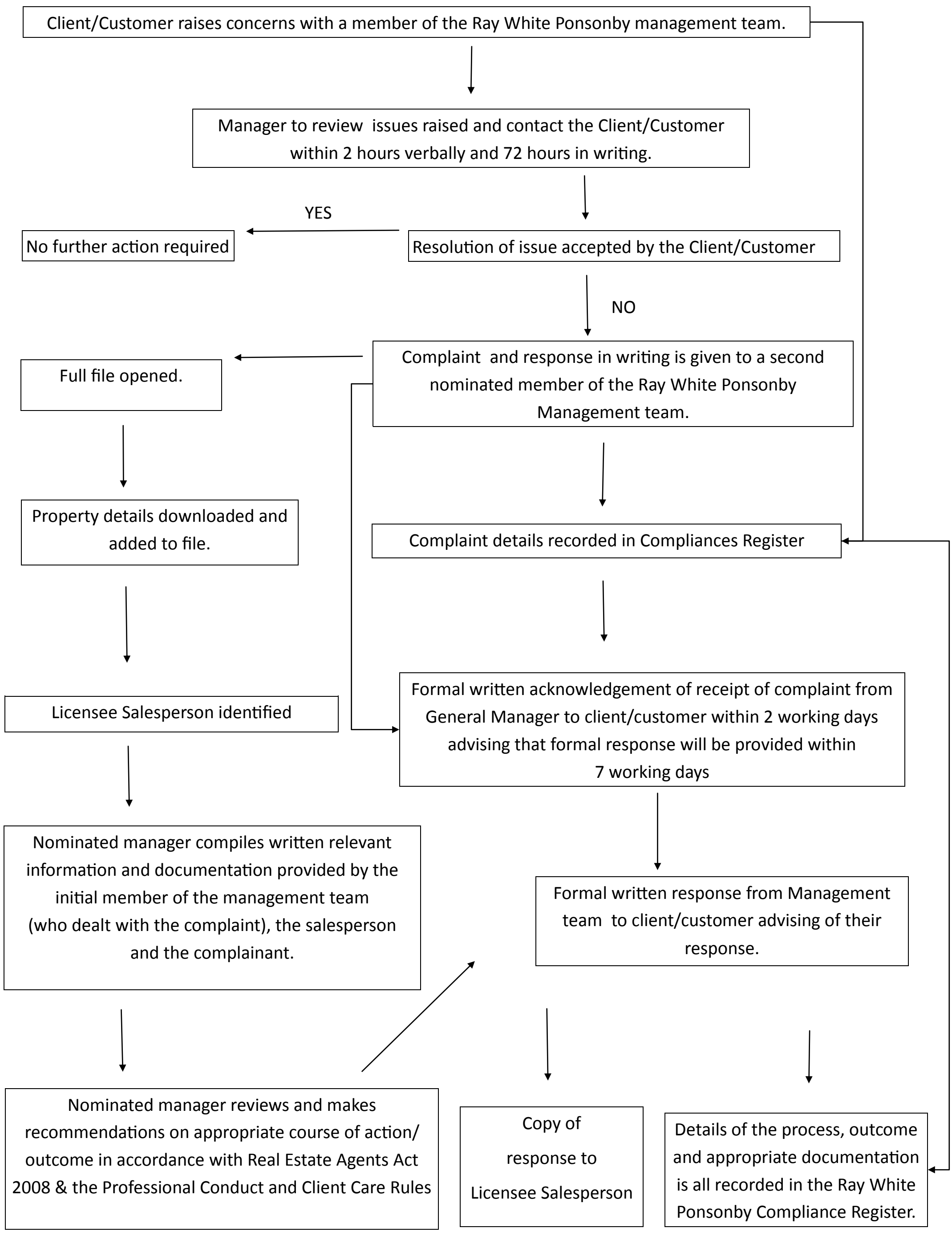Ray White Ponsonby Complaints & Dispute Resolution Procedures.