

## COMPLAINT FORM

### IMPORTANT THINGS YOU NEED TO KNOW BEFORE COMPLETING THIS FORM

- 1 The Real Estate Agents Authority’s (the Authority) complaint process deals only with the conduct of a real estate agent or agency, even if they no longer hold a licence and investigate allegations about unlicensed trading.
- 2 Please complete all sections of this form clearly and in as much detail as possible including relevant dates and times (in chronological order, if possible).
- 3 To assist us in assessing your complaint, please attach any documentation supporting your complaint such as listing agreements, sale and purchase agreements, correspondence, advertising and photographs.
- 4 Please note that residential property managers are not required to be licensed under the Real Estate Agents Act 2008 (the Act) and the Authority does not deal with residential property management complaints unless a property manager is licensed and is alleged to have committed a serious breach of the Act or the Code of Conduct.
- 5 For help in completing this form, or further information, please call 0800forREAA (0800 367 7322) or visit [www.reaa.govt.nz](http://www.reaa.govt.nz).
- 6 To make your complaint, please email this form and supporting documentation to [newcomplaints@reaa.govt.nz](mailto:newcomplaints@reaa.govt.nz) or send the information to Real Estate Agents Authority, PO Box 25371, Panama Street, Wellington, 6146.

<b>DETAILS OF FIRST COMPLAINANT</b>	
Mr/Mrs/Miss/Ms (Please circle one)	
Surname: _____	
Given name(s): _____	
<b>CONTACT DETAILS</b> (Please complete all details)	
Email: _____	(We prefer to communicate with all parties via email. If you prefer another method of communication, please advise)
<b>Postal Address:</b>	
Street/PO Box : _____	Work/day: (____) _____
_____	Home: (____) _____
Suburb: _____	Mobile: (____) _____
Town/City: _____	
Postcode: _____	

**DETAILS OF SECOND COMPLAINANT (if any)**

Mr/Mrs/Miss/Ms (Please circle one)

Surname: \_\_\_\_\_

Given name(s): \_\_\_\_\_

**CONTACT DETAILS** (Please complete details if different from the first Complainant)

Email: \_\_\_\_\_ (We prefer to communicate with all parties via email. If you prefer another method of communication, please advise)

**Postal Address:**

Street/PO Box: \_\_\_\_\_ Work/day: (\_\_\_\_) \_\_\_\_\_

Home: (\_\_\_\_) \_\_\_\_\_

Suburb: \_\_\_\_\_ Mobile: (\_\_\_\_) \_\_\_\_\_

Town/City: \_\_\_\_\_

Post code: \_\_\_\_\_

**IN RELATION TO THIS COMPLAINT, ARE YOU** (Please tick one)

Seller  Buyer  Prospective buyer  Solicitor

Real estate agent \_\_\_\_\_ Licence Nr: \_\_\_\_\_ Other: \_\_\_\_\_

**DETAILS OF REAL ESTATE AGENT/S YOU ARE COMPLAINING ABOUT**

**Real estate agent:** Mr/Mrs/Miss/Ms (Please circle one)

Surname: \_\_\_\_\_ Given name(s): \_\_\_\_\_

Agency name: \_\_\_\_\_

Mobile: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

**Real estate agent:** Mr/Mrs/Miss/Ms (Please circle one)

Surname: \_\_\_\_\_ Given name(s): \_\_\_\_\_

Agency name: \_\_\_\_\_

Mobile: (\_\_\_\_) \_\_\_\_\_ Email: \_\_\_\_\_

**What is the address of the property (if any) involved in the complaint?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

When did the conduct you are complaining about occur (please provide a month and year, if you are not sure of the exact date)?

Year..... Month .....

**MEDIATION (Alternative Dispute Resolution)**

Sometimes we will assess that the best way of resolving your complaint is to refer you and the real estate agent to mediation which will be facilitated and paid for by the Authority. Mediation is a process where the parties, with the assistance of a mediator, clarify the issues, consider alternatives and try to reach an agreement.

Mediation will often result in a quicker resolution of your complaint.

Are you prepared to attend mediation to resolve your complaint? (Please circle one)        Yes                No

**DETAILS OF YOUR COMPLAINT**

Please set out all the details of your complaint including dates to provide a full picture of what happened and when. (Continue on a separate sheet, if necessary.)

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I have attached copies of the following documents in support of my complaint (for example, listing agreement, sale and purchase agreement, appraisal):

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Please briefly summarise the issue/s you have with the real estate agent's conduct.

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**WITNESS/ES**

Please provide the name/s and contact details for anyone who is a witness to any relevant event you have set out above.

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Have you contacted us previously about this complaint? (Please circle one) Yes      No

**STEPS TAKEN TO RESOLVE YOUR COMPLAINT**

All real estate agencies must have written in-house procedures for dealing with complaints and using these procedures may be the quickest and easiest way to resolve your problem. However, using the real estate agency's complaints procedure is not compulsory and you can still contact the Authority.

Have you discussed your complaint with the real estate agent or the agency? (Please circle one) Yes      No

If yes, please advise of any outcome and attach copies of any relevant correspondence.

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**INVOLVEMENT BY ANOTHER ORGANISATION**

Has this complaint been dealt with, or is it in the process of being dealt with, by another organisation, for example the Disputes Tribunal. (Please circle one) Yes      No

If yes, please attach a copy of the outcome or any relevant documentation.

**OUTCOME SOUGHT**

Should your complaint be proven, please describe what you would consider to be a fair and reasonable way of resolving the complaint.

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**DECLARATION**

I understand that the Authority will send a copy of this form, including any supporting documentation, to the real estate agent I have raised this complaint about.

I declare that the information I have given in and with this form is true and correct.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Name (print name): \_\_\_\_\_

Your personal information will be held in accordance with the Authority's privacy policy. The privacy policy is available on the Authority's website or can be provided to you on request.