

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.
- 6 To make your complaint, please email this form and supporting documentation to newcomplaints@reaa.govt.nz or send the information to Real Estate Agents Authority, PO Box 25371, Panama Street, Wellington, 6146.

DETAILS OF FIRST COMPLAINANT

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

Surname: _____

Given name(s): _____

CONTACT DETAILS (Please complete all details)

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: (____) _____

Suburb: _____

Home: (____) _____

Town/City: _____

Mobile: (____) _____

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?

Year..... Month

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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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.

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.

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.

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.

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.