

What happens when a Complaints Assessment Committee decides to investigate a complaint?

A Complaints Assessment Committee (CAC) is an independent committee which looks at whether or not an agent has met the standards set out in the Code of Conduct and in the Real Estate Agents Act 2008. This information sheet is a quick guide to what happens when a CAC decides to investigate a complaint. It is for people who have made a complaint, and people who have had a complaint made about them.



An investigator will contact you to explain the process.



We give the agent an opportunity to respond to the complaint.



We gather information from everyone involved to clarify the facts.

We send this report and information to the CAC who will use it to make a decision about the complaint. We will send you a copy of this decision.

Some of the decisions a CAC can make are:

- To take no further action
- To find the agent guilty of unsatisfactory conduct
- If the agent's alleged behaviour is more serious they may refer the complaint to the Real Estate Agents Disciplinary Tribunal (who are separate from us)

The investigation and decision-making process may take six months or more. We keep you updated along the way.



We give you a copy of the report and of all the information we have gathered.



We write a report that summarises all the information gathered.



If the CAC makes a decision of unsatisfactory conduct they will decide what the penalty will be. The CAC may ask you for your views about this.

We will send you a copy of this decision.

Unsatisfactory conduct is when an agent's behaviour falls short of the expected standard. Penalties may include:

- an apology
- further training
- reducing or refunding their fees
- fixing an error they made
- paying a fine to the Authority
- paying any costs to do with making a complaint

We usually publish the decision on our website.

