

What happens when I make a complaint to the Real Estate Agents Authority?

We are the independent government agency that regulates New Zealand's real estate industry. Part of our job is to deal with complaints about real estate agents. This information sheet is a quick guide to what happens when you make a complaint to us.



If you have concerns about an agent's behaviour, call us. We'll help you decide the best way to deal with your concerns.



If appropriate, we'll ask you to send us a written complaint, along with supporting information.



When we receive your written complaint we'll contact you to clarify the issues and explain the next steps. We might ask you for more supporting information.

The next steps may include:



Referring you to someone else - if the complaint is something we can't look into.



Working with you and the agent/agency to help resolve your complaint.



Referring your complaint to a Complaints Assessment Committee (CAC).

We aim to resolve these complaints within 30 days.

A 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.

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

If the CAC decides to investigate your complaint, refer to the "What happens when a Complaints Assessment Committee decides to investigate a complaint?" information sheet.



The CAC will look at your complaint and decide whether or not to investigate it. We will send you a copy of their decision.

Real Estate
Agents Authority

0800 367 7322 or (04) 471 8930

newcomplaints@reaa.govt.nz

PO Box 25371, Featherston Street, Wellington

COMPLAINT FORM

The Real Estate Agents Authority's (REAA) complaint process deals with the conduct of a current or former real estate agent or agency. We also investigate allegations about unlicensed trading.

We recommend you try to resolve your complaint with the agency before making a complaint with us.

If your complaint is about residential property management, please call us before you complete this form as there are limitations on how we can deal with residential property management complaints.

For help in completing this form, or further information, please call **0800 367 7322** (or **04 471 8930**) and select option 4, or visit reaa.govt.nz.

Once we have received your complaint we will call you to discuss it. We may discuss with you different ways of resolving your complaint e.g. mediation.

Complainant details

Complainant (primary contact): Mr Mrs Miss Ms

Given names: _____ Surname: _____

Preferred name: _____

Daytime phone: _____ Alternative phone: _____

Email: _____

Postal address: _____

Town/City: _____ Postcode: _____

Have you contacted us previously about this complaint? Yes No

In relation to this complaint, are you: Seller Buyer Prospective buyer

Real estate agent - licence number: _____ Other: _____

Are you making this complaint on behalf of another person such as a relative or client? Yes No

Your name: _____ Relationship to complainant: _____

Reason for making complaint on behalf of complainant:

Additional complainants

Given names: _____ Surname: _____

Given names: _____ Surname: _____



Details of the real estate agent(s) or agency you are complaining about

Real estate agent: Mr Mrs Miss Ms

Given names: _____ Surname: _____

Agency name: _____ Mobile: _____

Daytime phone: _____ Alternative phone: _____

Email: _____

Real estate agent: Mr Mrs Miss Ms

Given names: _____ Surname: _____

Agency name: _____ Mobile: _____

Daytime phone: _____ Alternative phone: _____

Email: _____

Details of the complaint

What is the address of the property involved in the complaint?

When did this happen? (month/year): _____

Please set out all the details of your complaint (including dates) to provide a full picture of what happened and when (continue on page 5 of this form if you need to):



Please summarise the issue(s) you have with the agent's conduct:

Please attach all relevant documents to support your complaint and indicate what supporting documents you are providing

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Listing/Agency Agreement | <input type="checkbox"/> Sale & Purchase Agreement | <input type="checkbox"/> Certificate of Title | <input type="checkbox"/> Correspondence with agency |
| <input type="checkbox"/> Valuation | <input type="checkbox"/> Advertising | <input type="checkbox"/> LIM | <input type="checkbox"/> Appraisal |
| <input type="checkbox"/> Builder's Report | <input type="checkbox"/> Other | | |

Witnesses

Please provide the name and contact details of any witnesses:

Steps taken to resolve the complaint

Have you discussed your complaint with the real estate agent or the agency? Yes No

If yes, what happened?

Has this complaint been dealt with, or is it in the process of being dealt with, by another organisation e.g. the Disputes Tribunal?

Yes No

If yes, please attach a copy of the details.



Resolution sought

What do you consider to be a fair and reasonable way of resolving the complaint?

Declaration

I understand that the REAA may send a copy of this form, including any supporting documentation, to the agent I have made this complaint about.

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

Date: _____

Name (print name): _____

Signature: _____
(only required if posting)

Your personal information will be held in accordance with the REAA's privacy policy. The privacy policy is available at reaa.govt.nz website or can be given on request.

Send the form to us

- ▶ Use the **"Send"** button to email this form to us (an email will open automatically). You can attach your supporting documents to this email.
- ▶ Use the **"Print"** button if you want to send this form, and your supporting documents, to us by post or fax.

SEND

PRINT

Contact details

 **0800 367 7322** or **(04) 471 8930** (select option 4)

 newcomplaints@reaa.govt.nz

 **04 815 8468**

 **PO Box 25371, Featherston Street, Wellington**



Details of the complaint (continued)

A large, empty rectangular box with a thin black border, intended for the user to provide details of the complaint.

