# COMPLAINT FORM

*Regulation 4, Real Estate Agents (Complaints and Discipline) Regulations 2009* (Note 1)

## Real Estate Agents Authority

**INSTRUCTIONS**

1 Use this form to lodge a complaint about the conduct of a real estate licensee or former licensee. (Note 1)
2 See the Notes on page 4 for help in completing this form.
3 Please complete all sections of this form. All sections need to be completed for your complaint to be accepted for assessment by a Complaints Assessment Committee.
4 Please use a black ballpoint pen.
5 When completed, please send this **form** and any **supporting documentation** to:
The Real Estate Agents Authority, PO Box 25371, Panama Street, Wellington 6146.
6 For help in completing this form, or further information on how to make a complaint, please call 0800forREAA (0800 367 7322) or visit www.reaa.govt.nz. (Note 2)

**1 COMPLAINANT** Mr/Mrs/Miss/Ms (circle one) *(your name)*

Surname ..... Given name(s) .....

**2 COMPLAINANT'S CONTACT DETAILS** *(your details)*

Street ..... Contact numbers
Suburb ..... Home (0 ) .....
City ..... Mobile (02 ) .....
Post Code ☐☐☐☐ Fax (0 ) .....
Email .....

**3 LICENSEE TO WHOM THE COMPLAINT RELATES** (Note 3)

Mr/Mrs/Miss/Ms (circle one) Licence Registration Number (if known) .....
Surname ..... Given name(s) .....
Company Name .....

**4 LICENSEE'S CONTACT DETAILS (if known)**

Street ..... Contact numbers
Suburb ..... Home (0 ) .....
City ..... Business (0 ) .....
Post Code ☐☐☐☐ Mobile (02 ) .....
Fax (0 ) .....
Email .....

**5 SUMMARY OF COMPLAINT** (Notes 3 and 4)

Date on which the action(s) that led to your complaint first occurred .....

*Please summarise below, in one or two sentences, the key matters you wish to complain about. Continue on a separate sheet if necessary. Note: full details for each of these complaints are asked for in part 6 of this form.*

- **Complaint 1**: .....
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- **Complaint 2**: .....
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- **Complaint 3**: .....
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**6 DETAILS OF COMPLAINT** (Notes 3, 5 & 6)

*In support of your complaint(s) made in part 5, please set out the full details of each complaint. Include all relevant details, including dates, to give a full picture of what happened and when. Continue on a separate sheet if necessary. Attach copies of any letters or other documents that might help explain your complaint(s).*

**Complaint 1**: .....

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As an appendix I have attached copies of the following documents in support of Complaint 1
(please provide single-sided copies if possible):

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**Complaint 2**: .....

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As an appendix I have attached copies of the following documents in support of Complaint 2
(please provide single-sided copies if possible):

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**6 DETAILS OF COMPLAINT *(continued)***

**Complaint 3**: .....

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As an appendix I have attached copies of the following documents in support of Complaint 3 (please provide single-sided copies if possible):

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**7 STEPS TAKEN TO RESOLVE COMPLAINT**

Have you discussed this complaint with the licensee or his or her employer? (Note 7) ☐ Yes ☐ No

*If yes, explain what steps you have taken (if any) to resolve your complaint, e.g. discussed the complaint with the licensee, written a letter of complaint to the licensee. (Attach copies of any relevant correspondence.) Continue on a separate sheet if necessary.*

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**8 OUTCOME SOUGHT**

*In making your complaint, please outline the outcome(s) you would like. Continue on a separate sheet if necessary.* (Note 6)

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Are you prepared to explore the possibility of resolving your complaint by negotiation, conciliation or mediation? ☐ Yes ☐ No

**9 DECLARATION**

I understand that the Authority will normally send a copy of my complaint and any supporting documentation to the licensee I have made this complaint about.

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

Date ..... Signature .....

Name (print name) ..... (Complainant)

**NOTES**

1 For your complaint about the conduct of a licensee to be accepted for assessment by a Complaints Assessment Committee it must be in writing and meet the following requirements under Regulation 4 of the Real Estate Agents (Complaints and Discipline) Regulations 2009:

- a identify the complainant and include the complainant's name and contact details; and
- b identify the licensee to whom the complaint relates and any contact details known to the complainant; and
- c state the subject matter of the complaint; and
- d state the steps (if any) already taken to resolve the complaint; and
- e be supported with any appropriate documentation held by, or available to, the complainant.

2 The Authority can help you to complete this form and document your complaint, but is unable to give legal advice or to discuss the merits of any complaint.

3 You are entitled to complain about unsatisfactory conduct or misconduct of a licensee, in relation to real estate agency work.

4 Bullet point a brief description of the key nature of your complaint(s) against the licensee. For example: the nature of a conflict of interest or fraud.

5 Attach to this form copies of the documentation you listed that relate to the matter(s) that make up your complaint.

6 Describe how you would like to see your complaint resolved, and indicate if you would consider resolving your complaint by negotiation, conciliation or mediation.

7 All agents must have written in-house procedures for dealing with complaints and dispute resolution, and using these procedures may be the quickest way to resolve your complaint. Using the agent's complaints procedure does not prevent you from later complaining to the Real Estate Agents Authority if you are not happy with the outcome.