COMPLAINT FORM

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

Real Estate Agents Authority

INSTRUCTIONS

1. Use this form to complain about the conduct of a real estate licensee, or former licensee.
2. See the Notes on page 2 of this form.
3. Please complete all sections.
4. Please use a ballpoint pen.
5. When completed, please send this **form** and any **supporting documentation** (Note 3) to:
   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 0800 forREAA (0800 367 7322) or visit www.reaa.govt.nz. (Note 1)

1. COMPLAINANT Mr/Mrs/Miss/Ms* (* Select one) (*person filling in this form*)

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

2. COMPLAINANT'S ADDRESS (*your address*)

Street .....

Suburb .....

City ..... Post Code ☐☐☐☐

Telephone numbers

Home (0) .....

Mobile (02) .....

Fax (0) .....

3. LICENSEE TO WHOM THE COMPLAINT RELATES (Note 2)

Mr/Mrs/Miss/Ms* (* Select one) Licence Registration Number (if known) .....

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

Business Name .....

4. LICENSEE'S CONTACT DETAILS (if known)

Street .....

Suburb .....

City ..... Post Code ☐☐☐☐

Telephone numbers

Home (0) .....

Business (0) .....

Mobile (02) .....

Fax (0) .....

5. NATURE OF COMPLAINT (Note 2)

Please state the nature of your complaint. Include relevant details, including dates, what happened and when etc. Continue on a separate sheet if necessary. Attach copies of any letters or other documents that might help explain your complaint.

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6. STEPS TAKEN TO RESOLVE COMPLAINT

Have you discussed this complaint with the licensee or his or her employer ? ☐ 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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7. DECLARATION

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. The Authority can help you to complete this form and to document your complaint, but is unable to give legal advice or to discuss the merits of any complaint.
2. You are entitled to complain about the conduct of a licensee, or former licensee, in relation to real estate agency work.
3. Attach to this form any documentation you have that relates to your complaint, e.g. correspondence between you and the licensee.
4. The Authority will normally send a copy of your complaint and any supporting material to the person you are complaining about.