

NOTIFICATION OF CONCERN Real Estate Agents Authority (REAA)

INSTRUCTIONS

- 1 Use this form to lodge a concern with the REAA about the behaviour of a real estate licensee or former licensee.
- 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. Please use a black ballpoint pen.
- 4 When completed, please send this **form** and any **supporting documentation** to: The Real Estate Agents Authority, PO Box 25371, Panama Street, Wellington 6146.
- 5 For help in completing this form, or further information, please call 0800 for REAA (0800 367 7322) or visit www.reaa.govt.nz. (Note 1)

1 YOUR NAME Mr/Mrs/Miss/Ms (circle one) (*your name*)
 Surname Given name(s)

2 YOUR CONTACT DETAILS (*your details*)

Street Suburb City <i>All correspondence will be sent to this address. This address will be given to the licensee you are raising a concern about.</i> Post Code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Contact numbers Work/Day (0) Home (0) Mobile (02) Fax (0) Email
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3 LICENSEE YOU ARE RAISING A CONCERN ABOUT (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 Suburb City Post Code <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Contact numbers Home (0) Business (0) Mobile (02) Fax (0) Email
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5 SUMMARY OF CONCERN (Note 2)
 Date on which the action(s) that led to your concern first occurred

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

- **Concern 1:**

- **Concern 2:**

- **Concern 3:**

8 OUTCOME SOUGHT (Note 4)

Please outline the outcome(s) you would like. Continue on a separate sheet if necessary.

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9 Alternative Dispute Resolution (ADR) (Note 5)

Are you prepared to attend ADR to resolve your concern? Yes No

10 DECLARATION

I understand that the REAA will normally send a copy of this form, including my address and any supporting documentation, to the licensee I have raised this concern about.

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

Date Signature

Name (print name) (Your Name)

The REAA may decide to refer your concern to a Complaint Assessment Committee (CAC) to be resolved as a formal complaint.

NOTES

- 1 The REAA can help you to complete this form and document your concern.
- 2 Bullet point a brief description of the key nature of your concerns(s) about the licensee. For example: the nature of a conflict of interest or fraud.
- 3 Attach to this form copies of the documentation you listed that relate to the matter(s) that make up your concern.
- 4 Describe how you would like to see your concern resolved.
- 5 Sometimes the REAA will assess that the best way of resolving your concern is to refer you and the Licensee to Alternative Dispute Resolution (ADR) which will be facilitated and paid for by the REAA. ADR is a process where the parties, with the assistance of a mediator, identify the issues, develop options, consider alternatives and try to reach an agreement. Please indicate your agreement to attend ADR.