

Date: _____

Licencee Name: _____

Licence Number: _____

Complainant Name: _____

(circle one) Customer / Prospective Client / Other

Complainant Address: _____

Please circle subject of complaint:

Commission Agent Performance Contract Performance Rebates / Discounts

Conflicts of Interest Office Performance Other *(please specify)* _____

Brief Description of Complaint:

Circumstances giving rise to the complaint:

Please list supporting documents, and tick if actual copies attached.

- ☐ Transaction and Representation Report _____
- ☐ _____
- ☐ _____
- ☐ _____

Licencee discussion with complainant: _____ Date: _____

Office discussion with complainant: _____ Date: _____

Proposed resolution:

Resolution implemented and checked: _____ Date: _____

Recorded by: _____ Date: _____

Contact with Real Estate Authority (yes / no) Date: _____

Office Use Only

REAA Charge Laid: _____ Date: _____

Person Responding: _____

Response to charge: _____

Notes/Procedures in the use and/or application of this document:

1. Compliance with these procedures is in accordance with the Code of Professional Conduct and Client Care ("the Code") as required by section 14 of the Real Estate Agents Act (2008) ("the Act").
2. Definitions:
 - a. A **Prospective Client** means a person who is considering or intending to enter into an agency agreement with an agent to carry out real estate agency work
 - b. A **Customer** means a person who is a buyer or a potential buyer of land, house or a business and who is not a client as defined under section 4 of the Act.
 - c. **Agents License** authorises the licensee to carry out real estate agency work on his or her own account, whether in partnership or otherwise in accordance with section 48 of the Act.
 - d. **Branch Managers License** authorises the licensee to carry out real estate agency work for or on behalf of an agent in accordance with section 49 of the Act.
 - e. **Salespersons License** authorises the licensee to carry out real estate agency work for or on behalf of an agent in accordance with section 49 of the Act.
3. A licensee must ensure that prospective clients and customers are aware of the complaints procedures herein before entering into any contractual agreement.
4. A licensee must ensure that prospective clients, and customers are aware that they may access the Authorities complaints process without first using the in-house procedures; and that any use of the in-house procedure does not preclude their making a complaint to the Authority.
5. Use of this form must be actioned immediately a prospective client or customer raises a complaint with the Office in respect of an agent.
6. This document must be completed to the fullest extent possible.
7. You must attach copies of all supporting documentation.
8. This document must be signed by the Agent License Holder.