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|---|--------------------------|-----------------------|--------------------------|
| Licensee Name: | | | |
| License Number: | | Date: | |
| <i>(circle one)</i> Agent / Branch Manager / Salesperson | | | |
| Complainant Name: | | | |
| <i>(circle one)</i> Customer / Prospective Client / Other | | | |
| Complainant Address: | | | |
| | | | |
| | | | |
| | | | |
| Please tick subject of Complaint: | | | |
| Commission | <input type="checkbox"/> | Agent Performance | <input type="checkbox"/> |
| Contract Performance | <input type="checkbox"/> | Rebates, discounts | <input type="checkbox"/> |
| Conflicts of interest | <input type="checkbox"/> | Office Performance | <input type="checkbox"/> |
| <i>Other (please specify)</i> | | | |
| | | | |
| Brief Description of Complaint: | | | |
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| Circumstances giving rise to the complaint: | | | |
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| | | | |
| Please list supporting documents, and tick if actual copies attached | | | |
| <input type="checkbox"/> Transaction and Representation Report | | | |
| <input type="checkbox"/> | | | |
| <input type="checkbox"/> | | | |
| <input type="checkbox"/> | | | |

| | |
|---|-------|
| Licensee discussion with complainant: | Date: |
| Office discussion with complainant: | Date: |
| Proposed resolution: | |
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| | |
| 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 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 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 s 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 s 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 s 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, 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, a Client or a 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.