

# Make a Complaint

Please use this form to complain about the conduct of a real estate professional (salesperson, branch manager, agent) or agency.

[Learn more about making a complaint at rea.govt.nz](http://rea.govt.nz)

## Section 1: Details of you and anyone else making the complaint

**You can make a complaint by yourself, with another person, or on behalf of another person.**

Mr  Mrs  Miss  Ms  Other

Mr  Mrs  Miss  Ms  Other

Full name

Full name

Preferred name

Preferred name

Phone

Phone

Email

Email

Postal address

Postal address

Date of birth\*

Date of birth\*

Ethnicity\*

Ethnicity\*

\* This information is optional and helps us improve our service. Please contact us if you need assistance to complete this form.

### **If you're making this complaint on behalf of another person, a company or a trust**

Provide their details and evidence of their authority for you to make this complaint.

Full name

Phone

Email

Explain why you're making this complaint on their behalf.

## Section 2: Details of who the complaint is about

### **Details of the real estate professional(s) and/or agency**

Full name

Full name

Agency name

Agency name

Phone

Phone

Email

Email

### Section 3: Details of the complaint

***This complaint relates to:***

- buying or selling a residential property
- buying or selling a business, building or farm
- leasing a non-residential property
- other (please explain).

***The address of the property involved in the complaint (if relevant)***

***Explain what happened***

Provide full details about the conduct of the real estate professional(s) and/or agency that concerns you. Explain what happened and include a timeline of events with dates.



**Summary of the issues of the complaint**

Summarise the issues you have with the conduct of the real estate professional(s) and/or agency.

**Provide supporting evidence**

Provide evidence and attach any documents that support your complaint. This may include the signed sale and purchase agreement, signed listing or agency agreement, advertising, witness statements, documents provided by the real estate professional(s) or any relevant emails, letters or digital messages.

[Visit our website for more about what qualifies as evidence to support a complaint](#)

**Describe the loss or harm caused, and outcome sought**

Tell us what loss or harm has been suffered (if any) as a result of the complaint and the outcome you want.

**Section 4: Any actions you have taken so far**

**Tell us if you have taken any of the following actions to address the issue(s)**

- I have discussed the complaint with the real estate professional(s) or agency involved.
- I have attempted to resolve the issue with the real estate professional(s)/agency.
- I have referred this complaint to another organisation. E.g. Disputes Tribunal.
- I have contacted REA about this complaint before.

If you have taken any action, please provide copies of relevant communications such as text messages, emails, letters or decisions.

## Section 5: Mandatory declaration

By sending us this form, you are confirming that:

- All the information you've provided is true and correct.
- We can send details of your complaint and any supporting documents to the person or agency you're making a complaint about.
- We can contact you using the contact details you've provided.
- If you are making this complaint on behalf of another person, company, or a trust, you have their authority to do so.

Full name

Signature

Date

### ***Privacy and information handling***

REA will collect your personal information to enable us to deal with this complaint under the Real Estate Agents Act 2008. Your personal information may be provided to a Complaints Assessment Committee and/or the Real Estate Agents Disciplinary Tribunal. We may use your information to investigate offences, for statistical and reporting purposes, or otherwise as required or permitted by law. We use complaints data to analyse trends and to create educational material. Please note that this complaint form and any supporting documents may be provided by REA to the people you have complained about.

The information you provide will be held by us, as required by the Public Records Act 2005. You may request access to and request correction of your personal information held by us. For more information:

- [Read our Privacy Statement on our website](#)
- [Read about the Privacy Act 2020 on the Privacy Commissioner's website](#)

## Section 6: Send this form and supporting documents to REA

***Please send this completed form and any supporting documents to REA by:***

Email: [complaints@rea.govt.nz](mailto:complaints@rea.govt.nz)

Or

Post: REA Complaints, PO Box 25 371, Featherston Street, Wellington.

We will acknowledge receipt of your complaint within three working days.

[Learn more about the complaint process on our website](#)