

Make a   
complaint

Use this form to make a complaint about a real estate salesperson, agent, or agency —  
even if they’re no longer working in real estate.

Before you start

Talk to the person or agency involved

Sometimes you can avoid making a complaint by talking things through with whoever’s involved.

Call us

If the problem’s still not fixed, call us on 0800 367 7322 to make sure your complaint is one we can help with. For example, we can’t help with most complaints about residential property management.

Collect all the details and evidence

We can only help with your complaint if we have all the details. We’ll need your contact details, a full explanation of what you’re not satisfied with, and any documents that support your complaint.

Know that the person or agency involved may see your complaint

To help resolve your complaint, we may send the details (and any supporting documents) to the person or agency you’re making a complaint about. We may pass on your postal address but not your phone number or email address.

Details of you and anyone else making the complaint

You can make your complaint alone, with another person, or on behalf of another person.

Mr  Mrs  Miss  Ms  Other

Full name

Preferred name

Daytime phone

Alternative phone

Email

Postal address

Town or city

Postcode

Ethnicity\*

Mr  Mrs  Miss  Ms  Other

Full name

Preferred name

Daytime phone

Alternative phone

Email

Postal address

Town or city

Postcode

Ethnicity\*

\* We collect information about your ethnicity to better understand who’s having problems with real estate professionals.

In relation to this complaint, are you (or were):

selling a property

buying a property

hoping to buy a property

a real estate agent

other (please explain)

If you’re making this complaint on behalf of someone else

Please tell us:

Their full name

Their daytime phone

Please explain why you’re making this complaint for them.

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Details of the person, people, or agency you’re complaining about

Full name

Agency name

Phone

Email

Full name

Agency name

Phone

Email

Details of anyone who can support your complaint

Please provide details of anyone who may be able to provide further evidence. For example, a family member, a lawyer, a builder, or another real estate agent. We won’t pass on their contact details to the agent or agency.

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| --- | --- |
| NAME | CONTACT DETAILS |
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Details of your complaint

Please provide as much information as you can.

Address of the property involved in the complaint

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Explanation of what happened

Explain in detail what the person or agency did that you’re not satisfied with. Include dates or a timeline of events so we can understand exactly what happened and in what order.

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Summary of the issues

Summarise the issues you have with the way the person or agency behaved.

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Documents to support your complaint

Please send us any documents that support your complaint. If you do not send them with this form you may not have another opportunity during the complaint process.

What documents are you sending?

Agency agreement

Sale and purchase agreement

Certificate of Title

Correspondence with the person or agency

Valuation

Advertising

Land Information Memorandum (LIM)

Appraisal

Builder’s report

The agency’s response to your complaint

Other

What you’ve already done to sort the problem out

Have you contacted the REA about this complaint before?

Yes

No

Have you discussed your complaint with the person or agency involved?

Yes

No

If yes, please explain what happened when you discussed it with the person or agency.

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Is any another organisation (for example, the Disputes Tribunal) dealing with this complaint, or have they already dealt with it?

Yes

No

If yes, please send us a copy of the details.

What you’d like to happen

Please explain what you’d like to happen to resolve this complaint.

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What you agree to when you send us this form

You agree to all the following things.

• We can send details of your complaint and any supporting documents to the person or agency you’re making a complaint about (but we won’t pass on your contact information).

• We can email you (at the address you’ve provided) any information or decisions about this complaint.

• All the information you’ve provided is true and correct.

Your name

Your signature (if you’re posting this form)

Date

Where to send this form and supporting documents

Please send your completed form and documents to either:

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

• PO Box 25 371, Featherston Street, Wellington.

Before you send us your complaint, please check you have:

called us on 0800 367 7322 to discuss the complaint

provided your contact details, including your phone number

enclosed or attached any documents that support your complaint.

We’ll hold your personal information in line with our privacy policy. You can find this policy on our website — rea.govt.nz — or you can call us to ask for a copy.