



**first  
national**  
REAL ESTATE

<b>Complainant Name:</b>		<b>Date:</b>			
<b>Complainant Address:</b>					
<b>Please tick subject of Complaint:</b>					
Commission	<input type="checkbox"/>	Agent Performance	<input type="checkbox"/>	Other ( <i>please specify</i> )	<input type="checkbox"/>
Contract Performance	<input type="checkbox"/>	Rebates, discounts	<input type="checkbox"/>		<input type="checkbox"/>
Conflicts of interest	<input type="checkbox"/>	Office Performance	<input type="checkbox"/>		<input type="checkbox"/>
<b>Brief Description of Complaint:</b>					
<b>Circumstances giving rise to the complaint:</b>					
<b>Please list supporting documents, and tick if actual copies attached</b>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

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

1. This document comprises part of the 'in-house' complaints procedure which is in accordance with the Real Estate Agents Act (2008) ("the Act") - Code of Professional Conduct and Client Care.

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. The Act requires that a Licensee must have advised any prospective clients and customers of the complaints procedures before entering into any contractual agreement.
4. The Act requires that a Licensee must have advised any prospective clients, clients and customers that they may access the Real Estate Agents Authority's ("the Authority") 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. Please include as much detail as possible in this document and attach any evidence which supports your claim.