

# Complaints Form

This form is to assist us in resolving your complaint and or concerns about any of our employees, contractors, or practices.

Please note that any complainant may access the Real Estate Authority complaints process without first using Professionals in-house procedures; and any use of our in-house procedures does not preclude someone from making a complaint to the Authority.

Your Name

Your address or email for us to reply to

Please tell us what your complaint or concern is including the property address or reference number where relevant.

Have you attached any supporting documentation? Yes / No (If yes please specify)

How would you like your complaint to be resolved?

Are you happy for us to show this form to the person(s) you have complained about bearing in mind that by saying no you may limit our ability to fully investigate your complaint? Yes / No

Have you already lodged a complaint with the REA? Yes / No

Please note: We will endeavour to address your complaint as soon as possible and it will take no longer than (7) working days.

Office Use:	Date Form Received	All specified forms attached
Complaint passed to for action		Date
Date Actioned		
Action Taken:		

**Please send this form and any supporting documentation to:**

**The Managing Director, Professionals Christchurch Ltd MREINZ, 33 Halswell Road, Hoon Hay, Christchurch 8025**

**Ph 03 281 7511 Email colin@prof.co.nz**