



# COMPLAINT FORM

This form will help you to provide the Property Agents Board with enough information for your complaint about a property agent. The term "property agent" refers to a real estate agent, a property manager, a general auctioneer, a property consultant or an assistant property manager.

**This Board is a regulatory authority and is concerned with the conduct of property agents. Issues regarding your rights for compensation or damages should be pursued through your solicitor.**

As well as answering all these questions, please attach **photocopies** (do not send originals) of any relevant documents the Property Agents Board will need in considering your complaint.

## 1. Your Details

Title: Mr / Mrs / Miss / Ms / Dr \_\_\_\_\_  
Family Name (surname): \_\_\_\_\_  
Given Name: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Town or Suburb: \_\_\_\_\_  
Postcode: \_\_\_\_\_  
Daytime telephone: \_\_\_\_\_  
After hours telephone no.: \_\_\_\_\_  
Mobile telephone no.: \_\_\_\_\_  
Email address: \_\_\_\_\_

## 2. Details of the property agent you are making this complaint about.

Name of property agent: \_\_\_\_\_  
Name of agency: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Town or Suburb: \_\_\_\_\_  
Postcode: \_\_\_\_\_  
Business telephone no: \_\_\_\_\_

## 3. What was your status in relation to the transaction being complained about?

Vendor (seller)     Purchaser     Landlord     Tenant  
 Other (please specify) .....

## 4. Address of the property or business that is the subject of your complaint.

Street or Lot Number: \_\_\_\_\_  
Street Address: \_\_\_\_\_  
Town or Suburb: \_\_\_\_\_  
Postcode: \_\_\_\_\_

**5. Which of the following does your complaint relate to?**

Sale or purchase of :

- Residential property       Commercial property
- Business                       Vacant Land

Property management :

- Residential       Commercial       Strata       Other (please specify)

**6. Which matters does your complaint relate to and why? Give brief details of conduct complaint about for each box ticked (eg. Agent made misleading statements as to price of property; or agent failed to advise of increased offer).**

(You may tick more than one box)

- Failure to exercise due care, skill or diligence \_\_\_\_\_
- Failure to act in accordance with instructions \_\_\_\_\_
- Misrepresentation or misleading conduct \_\_\_\_\_
- Improper disclosure of information \_\_\_\_\_
- Failure to disclose information \_\_\_\_\_
- Failure to keep client informed \_\_\_\_\_
- Conflict of interest \_\_\_\_\_
- False or misleading advertising \_\_\_\_\_
- Wrong advice as to price \_\_\_\_\_
- Failure to present or advise as to offer without undue delay \_\_\_\_\_
- Delay \_\_\_\_\_
- High pressure tactics or harassment \_\_\_\_\_
- Excessive or incorrect fees \_\_\_\_\_



8. (a) Have you contacted the property agent or the agency in an attempt to resolve the matter?

(b) What was the offer made (if any) to resolve the complaint?

(c) How do you believe your complaint to be reasonably resolved?

9. Do you have any documents to support your complaint?

If so please attach copies.

10. Declaration

I declare that the information I have supplied is true and correct to the best of my knowledge. I am aware that the Property Agents Board may send a copy of this complaint to the property agent concerned, and I give my permission for any details in this form to be revealed for the purposes of investigation.

Signature: .....

Date:

Name (please print) .....

Signature: .....

Date:

Name (please print) .....

**(If the complaint is made on behalf of more than one person all parties must sign this form.)**

Please forward form to : The Executive Officer  
Property Agents Board  
Royal Engineers Building  
2 Davey Street  
Hobart, Tasmania 7000

Further information regarding the complaint process may be accessed from the Board's website address:

[www.propertyagentsboard.com.au/complaints](http://www.propertyagentsboard.com.au/complaints)