

## Complaints Form

This form is to assist you with lodging your complaint and or concerns about any of our employees, contractors or practices.

We always encourage you to speak to the person involved in the first instance but should this not be successful we ask you to speak with the manager/owner or, should you prefer, you can put your complaint in writing using this form and then forward it to the address or fax number at the bottom of this form.

You also have the option of accessing the Real Estate Agents Authority (REAA) complaints process on [www.reaa.govt.nz](http://www.reaa.govt.nz).

Your Name

Your address or email for us to reply to

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

Have you attached any supporting documentation? Y / N (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? Y / N

Have you already lodged a complaint with the REAA? Y / N

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

Office Use:	Date form received	<input type="text"/>	All specified forms attached	Y / N
Complaint passed to for action		<input type="text"/>	Date	<input type="text"/>
Date Actioned		<input type="text"/>		

Action taken

Please send this form and any supporting documentation to:

The Principal  
Townsend Real Estate Ltd MREINZ  
licensed real estate agent  
211 Thames Street  
Oamaru

**Phone:** +64 3 434 9880

**Fax:** +64 3 434 7782

**Email:** townsendoam@xtra.co.nz