

# What happens when I make a complaint to the Real Estate Agents Authority?

We are the independent government agency that regulates New Zealand's real estate industry. Part of our job is to deal with complaints about real estate agents. This information sheet is a quick guide to what happens when you make a complaint to us.



If you have concerns about an agent's behaviour, call us. We'll help you decide the best way to deal with your concerns.



If appropriate, we'll ask you to send us a written complaint, along with supporting information.



When we receive your written complaint we'll contact you to clarify the issues and explain the next steps. We might ask you for more supporting information.

The next steps may include:



Referring you to someone else - if the complaint is something we can't look into.



Working with you and the agent/agency to help resolve your complaint.



Referring your complaint to a Complaints Assessment Committee (CAC).

We aim to resolve these complaints within 30 days.

A CAC is an independent committee which looks at whether or not an agent has met the standards set out in the Code of Conduct and in the Real Estate Agents Act 2008.

The investigation and decision-making process may take six months or more. We keep you updated along the way.

If the CAC decides to investigate your complaint, refer to the "What happens when a Complaints Assessment Committee decides to investigate a complaint?" information sheet.



The CAC will look at your complaint and decide whether or not to investigate it. We will send you a copy of their decision.

Real Estate  
Agents Authority

0800 367 7322 or (04) 471 8930

newcomplaints@reaa.govt.nz

PO Box 25371, Featherston Street, Wellington