

Complaints Form

If you have a complaint or concern about any of Lochore's employees, contractors or practices we encourage you to first raise your concern directly with the person involved. If this is not successful, please speak with our Branch Manager, Pauline Horne: **e pauline.horne@lochores.co.nz** **p 09 481 0639**

Or, if 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 at **www.reaa.govt.nz**

Your name

Your address or email

Please outline your complaint or concern, including the property address or reference number.

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? Y / N

Do you realise that if you say '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 do our best to address your complaint as soon as possible. You will receive a response within seven working days.

Office use:

Date form received

All specified forms attached Y / N

Complaint passed to for action

Date

Date actioned

Action taken

Please send this form and any supporting documentation to:

Lochore's Real Estate Ltd MREINZ
Attn: Pauline Horne, Branch Manager
100 Mokoia Road
Birkenhead 0626
f 09 481 0640