COMPLAINT FORM

IMPORTANT INFORMATION TO CONSIDER BEFORE COMPLETING THE FORM

The Board investigates conduct which arises from a complaint that appears to involve an issue of unsatisfactory professional conduct or professional misconduct or a conviction for a serious offence. This may consist (but not necessarily) of a breach of the *Property Agents and Land Transactions Act* 2016 or *Property Agents and Land Transactions Regulations* 2017 or the Code of Conduct made under the Act.

The Board prefers before you lodge a formal complaint with it, that you should attempt to resolve your concerns in a less formal way, such as talking to the property agent, raising your issues and explaining what outcomes you want, or raising your concerns with a more senior person at the agency.

The Property Agents' Code of Conduct requires that the property agent must have a written dispute resolution policy which outlines the manner in which a customer or client may complain about the individual or the operation of the business and the procedure that will be undertaken by the property agent to resolve the complaint.

If you decide to make a complaint to the Board you must put your complaint in writing using this form. Please try to be as concise as possible. You must describe the conduct of the property agent you are complaining about and it is important to provide the Board with copies of any relevant factual supporting material that will support the substance of your complaint.

If you wish to complain about more than one property agent please use separate forms for each individual and set out the conduct of that property agent that you consider to be wrong.

The Property Agents Board **is required** to send a copy of your complaint and any supporting documentation to the property agent to give the property agent an opportunity to respond.

A complaint may take some time to be properly processed, investigated and determined or considered by the Board. The length of time will depend on the seriousness and complexity of the complaint. The entire process must be fair for all parties. All complaints received by the Board are dealt with as thoroughly, objectively and as quickly as possible.

This form will help you to provide the Property Agents Board with enough information for your complaint about a property agent to be referred to the property agent and his or her response considered by the Board. The term "property agent" refers to a real estate agent, a property manager, a general auctioneer, a property representative.

The Board **cannot** investigate general vague allegations or provide legal advice or influence the outcome of other proceedings.

The Board **cannot:**

- enforce or cancel a legally binding contract;
- order a property agent to pay damages or compensation;
- take legal action against a property agent for alleged negligence.

Time Limit: The Board may not be able to deal with your complaint if it is made more than 2 years after the conduct the subject of the Complaint is alleged to have occurred. If this may be applicable, please contact us to discuss the matter before completing this form.

This is an information page only and should be kept for your reference. It is not part of the complaint form.

Property Agents Board
Suite 3, Level 1, 175 Collins Street
Hobart Tasmania 7000
Postal: GPO Box 709, Hobart Tas 7001
Complaint Form 2026-2027 v1

Tel: 03 6281 3480
Fax: 03 6281 3477
complaints@propertyagentsboard.com.au
www.propertyagentsboard.com.au

Your Details

Surname:	Title:	
Given Name:	Other Name(s):	
Address:		
Town or Suburb:	State:	Postcode:
Telephone:	Mobile:	
Email:		

My preferred form of communication with the Board is by ☐ post or ☐ email

Property Agent Details - Who are you making this complaint about?

Name of Property Agent:	
Agency Name:	
Name:	
Address:	
Town or Suburb:	Postcode:

On or between which date(s) does your complaint or concerns relate to?

From: to:

Were you the

Vendor ☐ Purchaser ☐ Landlord ☐ Tenant ☐

Other (please specify)

Which of the following does your complaint relate to?

Sale or purchase of:

Residential property ☐ Commercial Property ☐ Business ☐ Vacant Land ☐

Property management:

Residential Property ☐ Commercial Property ☐ Strata ☐

Other (please specify)

Address of the property or business that is the subject of your complaint

Address:	
Town or Suburb:	Postcode:

What matters does your complaint relate to and why? In this section give details of the conduct complained about including details of relevant times and dates in chronological order and location. If there are a number of different issues, please number them and give brief details for each ground of complaint. If you need more space, please attach a separate page to this Complaint Form.

Example: The property agent failed to act in accordance with my instructions because I had asked for at least three quotes for any maintenance work required, and the agent failed to do this.

Questions:

Have you contacted the property agent or the agency in an attempt to resolve the matter? ☐ Yes ☐ No

If not, please explain why

If yes, name the person:

What was the result of your complaint to the property agent or agency?

Was any offer made by the property agent or agency to resolve the complaint? If so, give details

How do you believe your complaint could be reasonably resolved?

Please remember that the Board cannot enforce or cancel a legally binding contract, order a property agent to pay damages or compensation or take legal action against a property agent for alleged negligence.

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 will send a copy of this complaint to the property agent(s) concerned, and I give my permission for any details in this form to be revealed for the purposes of investigation.

I also declare that if this complaint is referred to a Tribunal for disciplinary action, I am willing and available to give evidence to the Tribunal to substantiate the complaint.

Name:	Name:
Signature:	Signature:
Date:	Date:

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

Checklist (prior to submitting this complaint form, please ensure you have -)

I have provided all details/information I believe may be relevant to this complaint.	☐ Yes ☐ No
I have provided copies of all relevant documentation/photographs to support this complaint.	☐ Yes ☐ No
I have read and understood the declaration.	☐ Yes ☐ No
This form is signed and dated.	☐ Yes ☐ No

Please forward this complaint form to:

Post:	Email:	Telephone:
The Executive Officer Property Agents Board GPO Box 709 Hobart Tasmania 7001	complaints@propertyagentsboard.com.au Attention: Executive Officer	03 6281 3480