



Premier Realty Ltd
Licensed Agent REAA 2008

Complaints Form

This form is to assist you with lodging your complaint and or concerns about any of Premier Realty's employees, contractors or practices. We encourage you to speak to the person involved in the first instance. If this is not successful, please speak with our Branch Manager Jeff Wong:

e jeff.wong@premier-realty.co.nz m 021 361 686

Or if you prefer, you can put your complaint in writing using this form and then forward it to the address 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: _____

Outline your complaint or concern, including the property address:

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 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 endeavour to address your complaint as soon as possible, but will take no longer than five working days.

Please send this form and any supporting documentation to:

Premier Realty Ltd MREINZ
Attn: Jeff Wong Branch Manager
PO Box 8045
Riccarton
Christchurch 8440
E jeff.wong@premier-realty.co.nz
M 021 361 686