



NEW ZEALAND SOCIETY OF CONVEYANCERS

www.nzconveyancing.co.nz info@nzconveyancing.co.nz

A YOUR DETAILS

First Name: _____ Mr/Mrs/Ms/Miss (*circle one*)

Surname: _____

Address: _____

First Language: _____

Daytime phone: _____ Mobile: _____

Email: _____

Complainant: _____

Complainant's address: _____

Your relationship to the complainant: _____

B CONVEYANCERS DETAILS

Name of conveyancing firm, conveyancer or employee of conveyancer you wish to lodge a complaint about: _____

Address: _____

C YOUR COMPLAINT

Please provide details of your complaint, including dates, to enable the committee to get a better understanding of what happened and when. You may continue on a separate sheet if necessary. Please also attach copies of any important documents that might help explain and support your complaint.

D ATTEMPTS TO RESOLVE COMPLAINT

Have you discussed and attempted to resolve the complaint with the conveyancer? (Conveyancers are required to have procedures in place for handling client complaints. Please try resolving the issue through these procedures first.)

Yes No *(please circle)*

If yes, what was the outcome? *(Please attach copies of any relevant correspondence)*

E COMPLAINTS ABOUT COSTS

(Please complete this section if your complaint is about your conveyancer's charges)

A complaint about costs will usually be considered if it relates to a fee that is more than \$2000 plus GST and if it is less than two years since you received the bill.

Did you have a written agreement signed by your conveyancer and given to you?

Yes No *(please circle)*

If yes, please provide a copy of the agreement. Please also provide a copy of the bill(s) of costs and explain why you are complaining about them.

Has the bill been paid? Yes No *(please circle)*

If yes, has it been paid In full In part *(please circle)*

If paid in part, give details of payment

Have court proceedings been issued against you for payment of the bill? Yes No

If yes, at what stage are proceedings at?

F WHAT DO YOU WANT TO ACHIEVE BY MAKING A COMPLAINT?

G DECLARATION

I declare that the information I have given in, and with this complaint, is true and correct.

Signed _____ Date _____

The personal information you provide through the complaints process will be used for the purposes of dealing with your complaint, and will be received by the New Zealand Society of Conveyancer's Complaints Service and the Society's Standards Committee and disclosed only as provided for in the Lawyers and Conveyancers Act 2006 and regulations or otherwise as required or permitted by law. The provision of this information is voluntary but if you do not provide the information we may not be able to process your complaint. For more information about how information is handled through the complaints process and the NZSOC's privacy and copyright policies refer to www.nzconveyancing.co.nz.

H AUTHORISATION

If you are making this complaint on behalf of someone else, then that person must give permission for you to do so.

Person on whose behalf complaint is made _____

I authorise _____ to represent me in this matter.

Signed _____ Date _____

Please ensure that all relevant information has been submitted.

SEND YOUR COMPLAINT TO:

New Zealand Society of Conveyancers
PO BOX 8052,
Cherrywood , Tauranga
405a Otumoetai Road, Tauranga

CONTACT US AT:

info@nzconveyancing.co.nz
www.nzconveyancing.co.nz