

COMPLAINT FORM

YOUR DETAILS

First name		Title	
Last name			
Email address			
Postal address			
Daytime phone		Mobile	

Are you making this complaint on behalf of another person such as a relative? Yes No

If yes, please tell us who you are making the complaint for, and why, plus provide the authorization.

Complainant's name:	
Complainant's postal address:	
Reason why you are complaining on behalf of someone else:	
What is your interest in this transaction?	

CONVEYANCER DETAILS

Name of Conveyancing firm	
Conveyancer or employee of conveyancer	
Address:	

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 use a separate sheet if necessary. Please attach copies of any important documents that might help explain and support your complaint.

ATTEMPTS TO RESOLVE THE COMPLAINT

Have you discussed this complaint 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

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

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 related 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

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

If yes, has it been paid In full In part

If paid in part, give details of payment

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

If yes, at what stage are proceedings at?

WHAT DO YOU WANT TO ACHIEVE BY MAKING THIS COMPLAINT?

DECLARATION

I declare that the information I have submitted 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

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 the complaint is made: _____

I hereby authorize _____ 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
Complaints Services
PO Box 8052
Cherrywood
Tauranga

405a Otumoetai Road, Tauranga