

PROPERTY COMPLAINT FORM



13 32 20 fairtrading.nsw.gov.au

Please read this information before completing this form.
This form can be completed in Adobe Reader and saved for your records.

Information for applicants

Please contact the Real Estate Agent/Landlord/Strata Manager/Managing Agent about your complaint before you complete this form.

This form must be lodged together with:

- **copy** of any agreements or contracts relevant to the transaction
- **copies** of any relevant correspondence between you and the other party
- **copies** of any notices sent/received, if applicable
- **copies** of any relevant reports
- **copies** of any supporting information, eg, photos, bank statements, receipts etc.

Please **DO NOT** send **ORIGINAL** documents, if they are required Fair Trading will request them.

How to lodge

This form and supporting documentation can be lodged:

- **By post** to
NSW Fair Trading, PO Box 972, Parramatta 2124
- If you require help in another language please contact the Telephone Interpreter Service on 13 14 50.
- TTY (02) 9338 4943

The above information is intended as a guide only and is included to assist you in completing and lodging this form. This page is not part of the form. If required, professional advice should be obtained regarding the matters dealt with in this form.

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1. Applicant details

| | | | |
|---|--|---|--|
| Title | Given name(s) | | |
| <input type="text"/> | <input type="text"/> | | |
| Family/Surname | | | |
| <input type="text"/> | | | |
| Residential address | | | |
| <input type="text"/> | | | |
| Suburb | State | Postcode | |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | |
| Daytime telephone number | Mobile number | | |
| <input type="text"/> | <input type="text"/> | | |
| Preferred phone contact time | | | |
| <input type="checkbox"/> 8.30am - 10.30am | <input type="checkbox"/> 10.30am - 12.30pm | <input type="checkbox"/> 12.30pm - 3.30pm | <input type="checkbox"/> 3.30pm - 5.00pm |
| <input type="checkbox"/> Anytime | | | |
| Email address | | | |
| <input type="text"/> | | | |

2. Who is your dispute with?

| | | |
|--------------------------|----------------------|----------------------|
| Name | | |
| <input type="text"/> | | |
| Residential address | | |
| <input type="text"/> | | |
| Suburb | State | Postcode |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |
| Daytime telephone number | Mobile number | |
| <input type="text"/> | <input type="text"/> | |
| Email address | | |
| <input type="text"/> | | |

3. Is there any other party involved in the dispute? *(if applicable):*

Business name

Contact given name(s)

Contact Family/Surname

Residential address

Suburb

State

Postcode

Daytime telephone number

Mobile number

Email address

4. Property details

Relevant property address

Suburb

State

Postcode

WHO IS YOUR DISPUTE WITH?

- | | | |
|--|--|--|
| <input type="checkbox"/> Landlord | <input type="checkbox"/> Retirement village operator | <input type="checkbox"/> Strata lot owner |
| <input type="checkbox"/> Tenant/s | <input type="checkbox"/> Conveyancer | <input type="checkbox"/> Strata exec. committee |
| <input type="checkbox"/> Property agent | <input type="checkbox"/> Valuer | <input type="checkbox"/> Vendor |
| <input type="checkbox"/> Resident | <input type="checkbox"/> Residential park manager | <input type="checkbox"/> Purchaser / Prospective purchaser |
| <input type="checkbox"/> Property manager | <input type="checkbox"/> Strata owners corp | <input type="checkbox"/> Real estate sales agent |
| <input type="checkbox"/> STRA - Guest | <input type="checkbox"/> STRA - Host | <input type="checkbox"/> STRA - Other |
| <input type="checkbox"/> Retirement village resident | <input type="checkbox"/> Strata agent | <input type="checkbox"/> Other |

WHO IS LODGING THIS DISPUTE?

- | | | |
|--|--|--|
| <input type="checkbox"/> Landlord | <input type="checkbox"/> Retirement village operator | <input type="checkbox"/> Strata lot owner |
| <input type="checkbox"/> Tenant/s | <input type="checkbox"/> Conveyancer | <input type="checkbox"/> Strata exec. committee |
| <input type="checkbox"/> Property agent | <input type="checkbox"/> Valuer | <input type="checkbox"/> Vendor |
| <input type="checkbox"/> Resident | <input type="checkbox"/> Residential park manager | <input type="checkbox"/> Purchaser / Prospective purchaser |
| <input type="checkbox"/> Property manager | <input type="checkbox"/> Strata owners corp | <input type="checkbox"/> Real estate sales agent |
| <input type="checkbox"/> STRA - Guest | <input type="checkbox"/> STRA - Host | <input type="checkbox"/> STRA - Other |
| <input type="checkbox"/> Retirement village resident | <input type="checkbox"/> Strata agent | <input type="checkbox"/> Other |

WHAT TYPE OF MATTER DOES YOUR DISPUTE RELATE TO?

- | | |
|--|--|
| <input type="checkbox"/> Residential tenancy | <input type="checkbox"/> Strata |
| <input type="checkbox"/> Property valuation | <input type="checkbox"/> Real estate sales |
| <input type="checkbox"/> Retirement village | <input type="checkbox"/> Conveyancing |
| <input type="checkbox"/> Residential park / Land lease community | <input type="checkbox"/> Short term rental accommodation |

4. Property details *(continued)*

Have you lodged a claim with the NSW Civil and Administrative Tribunal (NCAT)?

☐ Yes ☐ No

NOTE: If you are disputing a claim on a rental bond you must lodge directly with NCAT.

Have you been assisted by any other service, person or agency?

☐ Yes ☐ No

If yes, who?

5. Dispute details

WHAT IS YOUR DISPUTE ABOUT?

Please provide a brief outline of your dispute. Additional pages may be attached if required.

Have you discussed your complaint with the other party?

☐ Yes ☐ No

If yes, what was their response?

What outcome are you seeking?

6. Declaration by the applicant

I declare that the information supplied by me is to the best of my knowledge, true and correct. I acknowledge that NSW Fair Trading may:

- Use information provided or later obtained to resolve, investigate or otherwise deal with the complaint, take enforcement action (if appropriate), and monitor the marketplace for investigative and law enforcement purposes; or
- Where more appropriate, refer the complaint and that information to the other party or another government agency, for the purpose of resolving the complaint.

Title Given name(s)

Family/Surname

Signature

Date signed (DD/MM/YYYY)

This form is designed to be completed in Adobe Reader. A cross appearing in the digital signature field above may indicate a compatibility issue. If a cross appears please sign here

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6. Declaration by the applicant *(continued)*

Privacy Statement

NSW Fair Trading, Department of Customer Service gives priority to protecting the privacy of your personal information. We do this by handling personal information in a responsible manner and in accordance with the *Privacy and Personal Information Protection Act 1998* (PPIP Act). Service NSW acts as a shopfront for us and performs transactions for you, on our behalf.

The personal information contained in your application is collected and held by NSW Fair Trading and Service NSW will collect and hold personal information on our behalf as part of the application process.

We are collecting your personal information for the following purposes:

1. To address the concerns you have raised with us.
2. Internal administrative purposes, including liaising with you in relation to your application.
3. We may use the information to support more informed policy making, program management, evaluation, research and service planning as it can facilitate more efficient service delivery for residents and business in NSW.
4. As required by legislation to record information on a public register, parts of which will be published online.

The consequence of not providing it is that your complaint may not be able to be progressed. We may also use it to administer/update our internal database.

We will store and manage your personal information in accordance with provisions under the PPIP Act.

If required, we may make enquiries and exchange information with other NSW government agencies (including the NSW Police Force), or other States, Territories and/or the Commonwealth for the purpose of assessing your application and for compliance purposes. We may disclose your personal information for these purposes.

We will not disclose your personal information to anybody else unless you have given consent, or we are authorised or permitted to do so by law. Our [Privacy Statement](#) describes when this may occur. You can find this information and our [Privacy Management Plan](#) on the Department of Customer Service website.

Please see the [Fair Trading Privacy Code of Practice](#) for more information about how we handle your personal information, how you can request access to or correct the personal information we hold about you (if the information is inaccurate, incomplete, not relevant or out of date) and who to contact if you have a privacy enquiry or complaint, or email brdprivacy@customerservice.nsw.gov.au.

For more information about how Service NSW handles personal information please visit www.service.nsw.gov.au/privacy.