



**FORM FOR LODGING COMPLAINT**

5.1 A complaint contemplated in section 28 (1) of the Act must be lodged on the following form –

<b>SECTION A: COMPLAINANT (MARK "N / A) IF NOT APPLICABLE)</b>		
1	Full name	
2	Legal form (eg. natural person, partnership, trust, close corporation, company, voluntary association etc)	
3	Identity, passport or registration Number	
4	Telephone Number	
5	Email Address	
6	Residential address	
7	Business address	
8	Full names of directors, members, trustees or similar persons exercising management control over Complainant	
9	Full names of shareholders or similar persons owning proprietary interests in Complainant	

<b>SECTION B: PROPERTY PRACTITIONER (MARK "N / A" IF NOT APPLICABLE)</b>		
1	Full name	
2	Legal form (eg. sole proprietorship, partnership, trust, close corporation or company)	
3	Identity, passport or registration number	
4	Telephone	
5	Email	
6	Fidelity Fund certificate number (if known)	
7	Residential address	
8	Business address	
9	Full names of directors, members, trustees or similar persons exercising management control over Property Practitioner	
10	Full names of shareholders or similar persons owning proprietary interests in Property Practitioner	



**PROPERTY PRACTITIONERS  
REGULATORY AUTHORITY**

<b>SECTION C: DETAILS OF COMPLAINT</b>		
1	Basis of complaint against respondent (ie financing, marketing, management, letting, hiring, sale or purchase)	
2	Brief description of incident(s) giving rise to complaint	
3	List of supporting documents, if any (must be attached hereto)	

Signed by Complainant at \_\_\_\_\_ on \_\_\_\_\_

Signature of Complainant \_\_\_\_\_

**ADDITIONAL INFORMATION REQUESTED BY THE AUTHORITY**

Please add additional pages if necessary

In support of your complaint, please attach the following documentation:

1. If your complaint relates to the purchase or sale of immovable property:
  - a) Sale Agreement / Offer to purchase.
  - b) Mandate
2. If your complaint relates to the leasing of immovable property:
  - a) Lease agreement.
3. Proof of monies paid as rent / deposit.

Please attach and name any other documentation that you attach in support of your complaint:

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What action have you taken to resolve the dispute with the Property Practitioner?

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4. Please take note of the following:

This complaint initiates an investigation and could lead to adjudication in terms of section 30 against the Respondent. Please note that the Property Practitioners Regulatory Authority does not have the authority to,

*inter alia:*

- a. Order the Property Practitioner to reimburse you or pay damages to you;
- b. Cancel, interpret or enforce a contract;
- c. Prevent an eviction;
- d. Order any party to do or refrain from carrying out any action;
- e. Stop or intervene in any civil proceedings instituted against you;
- f. Resolve labour disputes.

Should your complaint be in relation to one of the above, we urge you to obtain independent legal advice.

Please indicate what result you expect from the Property Practitioners Regulatory Authority?

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Guidelines for initiating a complaint with the Property Practitioners Regulatory Authority.

1. Send the form only once in respect of the same complaint to avoid duplication which may delay the investigation of your complaint.
2. Should you not be contacted by our offices within 14 days of lodging this form with us, please contact our call centre on 011 731 5600.
3. Once you have been provided with a reference number for your complaint, you will be notified by the Regulatory Authority of the progress of your complaint. Please refrain from contacting the Regulatory Authority regarding the progress of your complaint unless more than 8 weeks have elapsed from the Board’s last communication with you.
4. The Property Practitioners Regulatory Authority does not have jurisdiction over the actions of property practitioners in their private capacity.
5. The Property Practitioners Regulatory Authority is not a civil court and cannot usurp the powers of one.
6. Should your complaint be referred for adjudication you will have to be present to testify against the respondent Property Practitioners.
7. Should any correspondence sent to the address as provided by the complainant be returned by the postal authorities and all tracing efforts prove futile, we will summarily close our file.
8. Any further documentation requested by the Regulatory Authority in respect of a complaint should be sent directly to the specified person at the number/address provided.
9. Should your complaint be deemed to be founding a possible claim against the Fidelity Fund you will be contacted by our claims department who may request further information from you.



I acknowledge that I understand and accept the above guidelines:

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Signature of complainant