The Locals tm

Customer Complaint Record

The Locals Ltd Licensed (REAA 2008)
437 New North Rd
PO Box 52112
Kingsland, Auckland
P (09) 815 9008 | F (09) 815 9004

CUSTOMER INFORMATION	
Customer Name:	Customer Phone:
Customer Address:	
Contact Name:	Contact Position:
Customer P.O. No:	

COMPLAINT INFORMATION	
Complaint Date:	Complaint Taken By:
Licensee name:	License No:
Complaint Details: (To be recorded in the words of the complainant)	
Copy to complainant: Received: …… Signature	

	Date	Signature
Passed to Director		
Initial acknowledgement to complainant date:		
Investigation commenced date:		
Written response to be provided by date:		
Written response sent:		

Mediation requested: YES / NO
Mediator assigned - Name : Date:
Report to Insurers/Ray White: YES / NO
Report to Real Estate Agents Authority: YES / NO

Complaint resolved:

I acknowledge that this complaint has been resolved to my satisfaction

Signed: Date: