



**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	Residential address	
5	Business address	
6	Full names of directors, members, trustees or similar persons exercising management control over Complainant	
7	Full names of shareholders or similar persons owning proprietary interests in Complainant	



**PROPERTY PRACTITIONERS  
REGULATORY AUTHORITY**

<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	Fidelity Fund certificate number (if known)	
5	Residential address	
6	Business address	
7	Full names of directors, members, trustees or similar persons exercising management control over Property Practitioner	
8	Full names of shareholders or similar persons owning proprietary interests in Property Practitioner	
<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 estate agent 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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