

# Complaint form

Valuers Registration Act 1992 | section 43

FORM-1

This form can be used to:

1. Make a complaint about a **registered valuer** where the valuer is alleged to have engaged in:
  - a) professional misconduct; or
  - b) incompetence or negligence in his or her performance as a valuer; or
  - c) a breach of the rules of professional conduct.

## Important considerations

- The Valuers Registration Board of Queensland ("the Board") does not have jurisdiction to; award damages; settle commercial disputes; act as an arbitrator or mediator of a dispute between parties to a valuation; or to order a valuation be set aside or re-determined.
- The *Valuers Registration Act 1992* does not authorise the Board to investigate a complaint about a disagreement over the quantum of a valuation. The Board is only authorised to consider a complaint about the conduct, behaviour or action of a registered valuer in a professional capacity.
- Complaints subject to previous review and determination by the Board may be dismissed if the complaint has previously been resolved.
- If there are existing or potential legal proceedings in which the valuation or the valuer the subject of the complaint are involved then, the Board has the discretion to place the complaint on hold until the finalisation of those proceedings.

Complaints received by the the Board are managed in accordance with the [Complaints and Disciplinary Proceedings Policy \(POL-1\)](#) and [Procedure \(PRO-1\)](#).

You must complete all sections of this form in order for us to deal with your complaint.

## I. YOUR DETAILS (THE COMPLAINANT)

Name:

Mailing address:

State/Territory:

Postcode:

Phone:

Email:

Are you making this complaint on behalf of another person?

☐ Yes

☐ No

Are you authorised to make this complaint on behalf of this person? Attach written authorisation if answering "yes"

☐ Yes

☐ No

### Details of the person you are making the complaint for

Name:

Mailing address:

State/Territory:

Postcode:

Phone:

Email:

## 2. REGISTERED VALUER DETAILS (THE RESPONDENT)

Name:

Business:

Mailing address:

State/Territory:

Postcode:

Phone:

Email:

### Valuers Registration Board of Queensland

Level 15, 100 Edward Street, BRISBANE QLD 4000 | PO Box 15877, CITY EAST QLD 4002

t (07) 3221 3892 e [admin@vrbq.qld.gov.au](mailto:admin@vrbq.qld.gov.au) w [www.vrbq.qld.gov.au](http://www.vrbq.qld.gov.au)

**3. VALUATION DETAILS**

Name of individual or entity instructing the valuer:

Purpose of valuation:

Property Address:

State/Territory:

Postcode:

**4. DETAILS OF YOUR COMPLAINT**Reason for your complaint against a **registered valuer**

(a) Misconduct in a professional respect

☐

(b) Incompetence or negligence in the person's performance as a valuer

☐

(c) Breach of Code of Professional Conduct

☐(i) Breach of [Valuers Registration Regulation 2024 Code of Professional Conduct \(sch 1\)](#)

Section number(s) if known:

☐(ii) Breach of [Australian Property Institute Rules of Professional Conduct](#)

Code number(s) if known:

☐**When did the conduct you are reporting occur?****If it occurred more than two years ago, please explain the reasons for the delay in making this complaint****Are you aware of any current or anticipated legal proceedings with respect to the valuation or the valuer? If so please provide details****5. SUMMARY OF YOUR COMPLAINT**

Provide a general history of the matters giving rise to complaint (attach separate documents if necessary)

**6. SUPPORTING EVIDENCE**What supporting evidence have you provided (**do not send original documents**)**7. AUTHORITY TO CONSIDER YOUR COMPLAINT**

To fall within the jurisdiction of the *Valuers Registration Act 1992*, a complainant must address the following elements (refer to section 1.3 of the [Complaints and Disciplinary Proceedings Procedure \(PRO-1\)](#)):

(a) What is your interest in the subject matter of this complaint (for example are you the owner, mortgagor, mortgagee, vendor, beneficiary, etc of the property)?

(b) Has your interest in the property been adversely affected by the subject matter of this complaint?  
Provide detail below if answering "yes"

☒

Yes

☒

No

(c) Does the subject matter of this complaint relate to the conduct of a valuer? Provide detail below if answering "yes"

☐

Yes

☐

No

**8. DECLARATION BY COMPLAINANT**

I have read through this completed form and consider that, to the best of my knowledge, all of the information provided is true, correct and not misleading, and that no relevant information has been omitted.

I understand it is an offence to provide false and misleading information to the Board.

Signature

Date

On completion, please forward this form together with any supporting evidence to:

Valuers Registration Board of Queensland

Level 15, 100 Edward Street, BRISBANE QLD 4000 | PO Box 15877, CITY EAST QLD 4002

e [admin@vrq.qld.gov.au](mailto:admin@vrq.qld.gov.au)

**Privacy statement**

The Board is authorised to collect details pertaining to complaints against registered valuers and unregistered persons under section 43 of the *Valuers Registration Act 1992*. Personal information related to complaints will be managed in accordance with the *Information Privacy Act 2009*, and only used for the purposes of addressing the complaint and any follow up action required. Under usual practice, the information contained on this form will be disclosed to the respondent. If a complaint proceeds to a hearing before the Queensland Civil and Administrative Tribunal (QCAT) or the Magistrates Court, the information contained on this form may be disclosed as required to conduct proceedings (these forums are open to the public). Due to our obligations under the *Information Privacy Act 2009* (Qld), we are unable to provide specific details of the complaint outcome but we are able to advise when the complaints process has been completed.

**Valuers Registration Board of Queensland**

Level 15, 100 Edward Street, BRISBANE QLD 4000 | PO Box 15877, CITY EAST QLD 4002

t (07) 3221 3892 e [admin@vrq.qld.gov.au](mailto:admin@vrq.qld.gov.au) w [www.vrq.qld.gov.au](http://www.vrq.qld.gov.au)