

Complaint form

Valuers Registration Act 1992 | section 43

FORM-3

This form can be used to:

1. Make a complaint about an **unregistered person** where the person is alleged to have:
 - a) held himself or herself out as being a registered valuer; or
 - b) carried on or attempted to carry on the business of a registered valuer; or
 - c) taken, used or exhibited a name, letter, word, title, description or symbol that, either alone or in the circumstances in which it is taken-
 - i. is capable of being reasonably understood to indicate; or
 - ii. is intended by the person to indicate;
that the person is a registered valuer or is entitled to carry on the business of a registered valuer.

Important considerations

Complaints subject to previous review and determination by the Board may be dismissed if the complaint has previously been resolved.

Complaints received by the Valuers Registration Board of Queensland ("**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. UNREGISTERED PERSON DETAILS (THE RESPONDENT)

Name:

Business:

Mailing address:

State/Territory:

Postcode:

Phone:

Email:

3. VALUATION DETAILS

Name of individual or entity instructing the valuer:

Purpose of valuation:

Property Address:

State/Territory:

Postcode:

4. DETAILS OF YOUR COMPLAINTReason for your complaint against an **unregistered person**(a) Contravention of section [63 of the Valuers Registration Act 1992](#) (refer to first page)☐**When did the conduct you are reporting occur?****5. SUMMARY OF YOUR COMPLAINT**

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

6. SUPPORTING EVIDENCEWhat supporting evidence have you provided (**do not send original documents**)**7. 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

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).

Valuers Registration Board of Queensland

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