Sample complaint letter for a real estate agent

*Your name*

*Your address*

*Date*

*Name of the agency*

*Address of agency*

Dear Manager

**Re: Complaint about the real estate service provided for *insert address of property.***

***Insert contract number***

I am writing regarding the service provided for the *insert type of service – eg sale or purchase and include address of property* and bring to your attention following issues.

*Enter description of problem/s using dot points. For example:*

* *agent did not actively respond to interest from buyers*
* *incorrect advertising listing*
* *we were bullied into making a higher offer*

I telephoned your business and spoke *to insert name* at *insert the times and dates that you spoke to the business*.

They advised *insert main points from the phone conversations*

To resolve this problem, please consider the following options:

*Enter what you would like the agent to do next. For example:*

* *remove the advertising fee*
* *reduce the agent’s commission*
* *formally release us from the contract*

Please contact me on *insert work and phone numbers where possible* to discuss these issues. If you haven’t contacted me within ten days I will be contacting Consumer and Business Services to lodge a complaint.

Yours sincerely,

Mary Smith