

COMPLAINING FORM

Issued by the real estate agency **Axis real - realitná kancelária**, Bosákova 5/A, 851 04 Bratislava, adopted with effect from 01.10.2017.

Date of submission of complaint:

Information about the broker to whom the complaint relates: Name and surname:

Real estate agency operation, address:

The type of transaction that was executed: ☐ sale ☐ lease ☐ purchase

Property specification:

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Data about the client submitting the claim (name, surname, address, contact, email):

Name, surname: tel. no:

address:

Email:

A. CLIENT / Content of the claim (filled in by the client who submits the complaint).

Include information such as a description of the complaint, defects in the service, or a complaint describing misconduct by the broker or real estate agency.

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Client's signature: A date:



B. BROKER / Statement on the complaint (filled in by the broker to whom the complaint relates).

Include information such as a description and explanation of the situation and information related to the real estate agency client's complaint.

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Broker's signature: A date:

C. COMPLAINT ASSESSMENT (filled in by the manager of the real estate agency or a responsible person).

The complaint was recognized as justified: ☐ yes ☐ no

Justification:

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Method of handling the claim:

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In..... A date: Signature of the manager of the real estate agency:

CLIENT / I agree with processing the claim: ☐ yes ☐ no

In..... A date: Signature of the client who submitted the complaint:

