



Institute of Estate Agents of South Africa

**Institute of Estate Agents of South Africa
WESTERN CAPE**

10 Howard Studios, Sheldon Way,
Pinelands, Cape Town 7405

Tel: 021 531 3180 • **Fax:** 021 531 2931

E-mail: info@cape.ieasa.org.za

PropPlacements: kim@propertyplacements.co.za

Website: www.ieasawcape.co.za/**PropStats:** www.propstats.co.za

ETHICAL COMPLAINTS PROCEDURE

As a professional voluntary body, the Institute's Ethical Standards Committee has jurisdiction only in matters concerning members of the Institute. The following new Ethical Complaint Procedure has been formulated with a view to reducing the time frame for a case to be heard.

BEFORE THE INSTITUTE CAN BECOME INVOLVED IN A DISPUTE

- The parties must be members of the Institute and must agree to abide by the findings of the Institute's Ethical Panel appointed to hear the case.
- The relevant complaint is to be completed by someone who has the capacity to bind the Company or Individual to the finding of the Institute's Panel.
- Proof of an attempt to resolve the matter on a Principal to Principal level must be submitted.

THE COMPLAINANT MUST:

- Obtain the relevant Complaint Form from the Institute;
- Complete it and send it to the Institute by prepaid registered post/hand delivered to **include:**
- All relevant material in affidavit form (certified);
- A R3 000-00 deposit (VAT inclusive) to the Institute;
- Copy of material and relevant complaint form must simultaneously be sent by the complainant directly to the Respondent by prepaid registered post or hand delivered.

THE RESPONDENT MUST:

- respond to the complaint within fourteen (14) days;
- complete the Relevant Form and send it to the Institute and include the Reply Affidavit Form;
- Copies of these documents to be sent by the Respondent directly to the Complainant by prepaid registered post or hand delivered.
- Plus pay the R3 000-00 deposit (VAT inclusive) to the Institute.

THE COMPLAINANT HAS A RIGHT OF REPLY AND MUST:

- Respond to the Respondent's affidavit within fourteen (14) days
- Reply to be in affidavit form to the Institute by prepaid registered post/hand delivered;
- A request for a hearing date;
- Copies of these documents to be sent by the Complainant directly to the Respondent by prepaid registered post or hand delivered.

The Institute will convene an Ethical Panel to hear the case and set a date for the hearing not later than 30 days after receipt of the Complainant's reply, affidavit, and request for a hearing.

The Institute of Estate Agents South Africa
Western Cape
10 Howard Studios
Sheldon Way
Pinelands
7405

COMPLAINANT'S LETTER

I/WE _____
of (Company) _____
Branch _____
wish to lodge a complaint with the Institute of Estate Agents of South Africa, about the conduct of:
Name _____
of (Company) _____
Branch _____
Address _____

I/WE believe that the above-named agent has contravened:

Article(s) _____ of the Ethical Obligations of Members in terms of the Institute's Memorandum and Articles of Association.

In support of the above allegations, attached hereto are copies of the following documents/correspondence:

- Affidavit (setting out details of above contravention).
- 1.
 - 2.
 - 3.

I/WE hereby confirm that the Principal/Managers of both companies did endeavour to, but were unable to settle the dispute Principal to Principal.

I/WE herewith enclose a deposit of R3 000-00 (Three Thousand Rand VAT inclusive) which is payable to the Institute of Estate Agents. This deposit excludes the costs associated with the arbitrators.

I/WE (having the contractual capacity to bind my company), by signature hereof, agree to abide by the findings of the Ethical Standards Committee.

COMPLAINANT

CAPACITY

Signed at _____ on this _____ day _____ 20____

The Institute of Estate Agents South Africa
Western Cape
10 Howard Studios
Sheldon Way
Pinelands
7405

RESPONDENT'S LETTER

I/WE, _____
of
(Company) _____
Branch _____
wish to respond to a complaint with the Institute of Estate Agents of South Africa, the matter:

Name _____
of
(Company) _____
Branch _____
Address _____

In support of the above allegations, attached hereto are copies of the following documents/correspondence:-

- Affidavit (setting out details of above contravention).
- 1.
 - 2.
 - 3.

I/WE hereby confirm that the Principal/Managers of both companies did endeavour to, but were unable to settle the dispute Principal to Principal.

I/WE herewith enclose a deposit of R3 000-00 (Three Thousand Rand VAT inclusive) which is payable to the Institute of Estate Agents. This deposit excludes the costs associated with the arbitrators.

I/WE (having the contractual capacity to bind my company), by signature hereof, agree to abide by the findings of the Ethical Standards Committee.

RESPONDENT

CAPACITY

Signed at _____ on this _____ day of _____ 20_____