

## Dispute Resolution Data Collection Form

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| <b>Date of complaint:</b>   |  |
| <b>Complaint made to:</b>   |  |
| <b>Customer's name:</b>   |  |
| <b>Customers address:</b>   |  |
| <b>Customers telephone:</b>   |  |
| <b>Customers email address:</b>   |  |
| <b>Details of complaint:</b><br><i>(This should include details of the transaction, the product provided and the customers proposed resolution)</i> |  |
| <b>Signed:</b>  |  |

In accordance with Urban Green Real Estate's Dispute Resolution Procedures, the agent must respond in writing to this complaint within 7 days.