



202, 1506 11 Avenue SW, Calgary, AB, T3C0M9
 Phone: (403) 228-2954 or 1-888-425-2754
 Fax: (403) 228-3065 Web: www.reca.ca
 Email: conductreview@reca.ca

REAL ESTATE COUNCIL OF ALBERTA COMPLAINT FORM

Notice to Consumers

Use this form if you have a complaint about an industry professional or their activities. The Real Estate Council of Alberta (RECA) may also investigate the activities of unlicensed individuals if their activities require a licence from RECA.

*Please submit separate complaint forms for each individual you're complaining about.

Notice to Industry Professionals

If you are a licensed industry professional making a complaint about another industry professional (subject), you must notify your broker or broker delegate. Your broker or broker delegate must speak to the subject's broker or broker delegate before you make your complaint. This does not apply to complaints against real estate appraisers.

Please visit our website for guides on investigations, to find out if someone is licensed with RECA, or for more information about RECA's complaint process.

A. WHO ARE YOU? (COMPLAINANT)		
<input type="radio"/> Mr. <input type="radio"/> Ms. <input type="radio"/> Mrs.	Last name	First name
<input type="radio"/> Mr. <input type="radio"/> Ms. <input type="radio"/> Mrs.	Last name	First name
Mailing address (include street name, city, province and postal code)		
Preferred phone number	Alternate phone number	Email
Your role in the transaction (check all that apply)		
<input type="checkbox"/> Seller <input type="checkbox"/> Buyer <input type="checkbox"/> Landlord <input type="checkbox"/> Condo Board Member <input type="checkbox"/> Lawyer <input type="checkbox"/> Lender <input type="checkbox"/> Borrower <input type="checkbox"/> Tenant <input type="checkbox"/> Industry Professional <input type="checkbox"/> Other: _____		
How did you find out about RECA?		
<input type="radio"/> Internet <input type="radio"/> Government Agency <input type="radio"/> Industry Association (i.e. real estate board) <input type="radio"/> Industry Professional <input type="radio"/> Other: _____		
B. WHO ARE YOU COMPLAINING ABOUT? (SUBJECT)		
Last name	First name	
Brokerage/company/business affiliations		
Business address	Contact information	
Address of property involved in the complaint (if applicable)		
Resolution Efforts		
Did you contact the industry professional's broker to resolve this complaint? (refer to the <i>Guide to Complaints: Industry Professionals</i> for information on how to find out the broker's name and contact information)		
<input type="radio"/> yes <input type="radio"/> no		

Did you make a complaint with other law enforcement agencies or industry associations? yes no

Did you start legal proceedings? yes no

If you selected "yes" to any of the above questions, attach an explanation and supporting documentation. If you started legal proceedings, please attach copies of the statement of claim, statement of defence and outcome, if available.

Note: If you include information from discoveries, such as oral testimony or other documentation, you should speak to your legal counsel to determine if the information is protected by an implied undertaking of confidentiality.

What Happened?

Attach a type-written explanation about your complaint. Explain the facts in chronological order. Start with the date you met the industry professional or other relevant persons until today. All paragraphs should start with a date. If you cannot remember exact dates, please give an approximate period. Follow the format below:

Date	Event

Supporting Evidence

Attach clear copies of all documents in support of this complaint (i.e. listing/service agreements, purchase/sale/rental contracts, agency forms, property management agreements, mortgage documents, amendments, correspondence between you and industry professional, deposit cheques, etc.). Retain originals for future reference.

C. Consent to Collection, Use and Disclosure of Personal Information

The Personal Information Protection Act governs RECA's collection, use and disclosure of personal information. In providing the information on this form, I hereby consent to RECA's collection, use and disclosure of my personal information to process my complaint and for regulatory purposes under the *Real Estate Act* and in accordance with the Personal Information Protection Act.

The RECA Privacy Policy is available at www.reca.ca. I have read, understand and accept RECA's Privacy Policy.

Initials

D. ACKNOWLEDGMENT

I agree to cooperate with RECA in its review and processing of this complaint. I understand I may be interviewed and, if this matter is referred to a hearing or trial, I may need to appear as a witness.

I understand RECA cannot get financial compensation for me.

I understand RECA will, when appropriate at its sole discretion, provide information I submit, including this Complaint Form and attachments, to the person(s) against whom I am complaining and any third parties necessary to deal with this complaint.

Signature of Complainant

Date

Signature of Complainant

Date

Submission Guidelines:

Send your complaint and supporting documents to RECA's Professional Conduct Review Department by email, fax, mail or in person to the RECA office:

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