



Fraser Valley Real Estate Board
 15463 – 104th Avenue
 Surrey, BC, V3R 1N9
 Tel: 604.930.7600 | Fax: 604.930.7665

COMPLAINT FORM

Please Print

A. INFORMATION ABOUT COMPLAINANT

Name(s) of person(s) filing complaint		
Mailing Address		
Telephone (Home)	Fax (Home)	Cell Phone
Telephone (Work)	Fax (Work)	Email Address
Please indicate if you are the seller, buyer, landlord, tenant, broker, member or other (if other, please explain)		

Are you licensed under the *Real Estate Services Act*? No Yes
 If yes, please state the name, address and telephone number of your brokerage.

If yes, is the Manager/Managing Broker of your brokerage aware of this complaint? No Yes

B. INFORMATION ABOUT YOUR COMPLAINT

- **List the name(s) of the real estate licensee(s)/member(s) you are complaining about**

Name of licensee/member	Name and address of brokerage
Name of licensee/member	Name and address of brokerage
Name of licensee/member	Name and address of brokerage

Address of the property that is the subject of your complaint	Date(s) of transaction or event giving rise to complaint
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Have you contacted the licensee's manager regarding your complaint? * See below No Yes
 If yes, please state name, date and results of contact.
 If no, please let us know why you have not contacted the manager.

Have you filed the complaint with any other organization (e.g. Real Estate Council of B.C.)? No Yes
 If yes, please state with whom you filed and when, and the results of the complaint.

Is this matter the subject of any legal action, either already filed or pending? No Yes
 If yes, please provide an explanation.

* The Fraser Valley Real Estate Board strongly recommends that you contact the licensee's manager and give him/her an opportunity to respond to your concerns prior to filing a formal complaint with the Board. To find out the name of the Manager, you may do a licensee search at www.recbc.ca or contact the Board Office directly at (604) 930-7600.

C. COMPLAINT DETAILS

Please give us a brief summary (with a chronological statement of events) of your complaint below. Please also let us know what you would like to see happen as a result of your complaint. There are additional pages at the end of this form if you need more room.

PLEASE NOTE: THE BOARD DOES NOT HAVE JURISDICTION TO DEAL WITH CONTRACTUAL OR MONETARY DISPUTES

D. SUPPORTING DOCUMENTS AND WITNESSES

Please send us clear photocopies of all documentation and witness statements (if any) in support of your complaint. Please do not send us your original documents. If you wish to fax us please state your name on a fax cover sheet and then fax the documents to us at (604) 930-7665. Examples of supporting documents are:

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| 1. Listing Contract | 6. Contract of Purchase and Sale and addenda |
| 2. Buyer's Agency Contract | 7. Property Disclosure Statement |
| 3. Working with a REALTOR® brochure | 8. All documents relating to a property management transaction |
| 4. Listing Information (feature sheet, advertisements) | 9. All relevant correspondence between you and the brokerage and/or licensee/member e.g. letters, email messages, etc. |
| 5. Signed witness statements | |

List the names and contact information of any witnesses who have personal knowledge of and are willing to testify in support of this complaint.

Name and mailing address

Contact phone number(s)

1.

2.

E. CONSENT

By submitting this form via email/fax or mail to the Fraser Valley Real Estate Board, I/we hereby authorize the Fraser Valley Real Estate Board to forward a copy of my/our entire complaint, including documents, to any licensee/member who may be involved in the matter that is the subject of my/our complaint, as well as to the Manager in order to assist the Real Estate Board with its investigation.

I/We also hereby authorize the Fraser Valley Real Estate Board to forward a copy of my/our entire complaint, including attachments, to any other real estate board/association for the purpose of that board/association conducting its own investigation concerning the actions of any licensee/member who is a member of that board/association, as well as to the Real Estate Council of B.C. if, in the opinion of the Fraser Valley Real Estate Board, a potential breach of the *Real Estate Services Act* has occurred.

I/We understand that I/we may be asked to provide additional supporting evidence and to attend interviews. If an investigation results in a hearing, I/we understand that I/we may be required to testify before the Real Estate Board's hearing panel.

Date	Signature of Complainant(s) – Please sign here if you are mailing or faxing us this form.
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If you are not emailing this form please mail or fax it to:

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15463 – 104th Avenue
Surrey, BC V3R 1N9 | Fax: 604.930.7665

Enquiries:

Telephone: 604.930.7600
Fax: 604.930.7665
Email: professionalstandards@fvreb.bc.ca

F. ADDITIONAL COMPLAINT DETAILS