



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

COMPLAINT FORM

PLEASE PRINT CLEARLY AND SUBMIT ELECTRONICALLY

NOTE THE FVREB DOES NOT HAVE JURISDICTION TO DEAL WITH CONTRACTUAL OR MONETARY DISPUTES

A. INFORMATION ABOUT COMPLAINANT				
Name(s) of person(s) filing complaint				
Mailing Address		Email Address		
Telephone (Home)	Telephone (Cell)	Telephone (Work)		
Please indicate if you are the seller, buyer, landlord, tenant, or other (please explain)				
Are you licensed under the <i>Real Estate Services Act</i> ?				
<input type="checkbox"/> Yes – Please state (1) the name of your brokerage; and (2) your managing broker:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Brokerage:</td> <td style="width: 50%; padding: 2px;">Managing Broker:</td> </tr> </table>		Brokerage:	Managing Broker:	
Brokerage:	Managing Broker:			
– Are you a REALTOR®?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
– Is your managing broker aware of this complaint?		<input type="checkbox"/> Yes <input type="checkbox"/> No		
<input type="checkbox"/> No				
B. PRELIMINARY INFORMATION				
<p style="color: red; font-size: small;">Prior to filing a complaint with the FVREB it is strongly recommended that you contact the licensee’s manager and provide them with an opportunity to respond to your concerns. To find the manager’s name you may do a licensee search at www.bcfssa.ca or contact the FVREB at 604.930.7600.</p>				
Have you contacted the licensee’s manager regarding your complaint?				
<input type="checkbox"/> Yes – Please state the (1) name of the person contacted; (2) date of contact; and (3) results of your contact:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Name:</td> <td style="width: 50%; padding: 2px;">Date:</td> </tr> </table>		Name:	Date:	
Name:	Date:			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Results:</td> </tr> </table>			Results:	
Results:				
<input type="checkbox"/> No – Please let us know why you have not contacted the manager:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="height: 20px;"></td> </tr> </table>				
Are the issues raised in your complaint in the process of being addressed by another body (e.g., the BC Financial Services Authority, the police, the courts, or the Canadian Real Estate Association)? If the answer to this changes, you shall notify the FVREB.				
<input type="checkbox"/> Yes – Please state the (1) name of the body; and (2) date this began:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Name:</td> <td style="width: 50%; padding: 2px;">Date:</td> </tr> </table>		Name:	Date:	
Name:	Date:			
<input type="checkbox"/> No				
Have the issues raised in your complaint already been decided upon by another body (e.g., the BC Financial Services Authority, the police, the courts, or the Canadian Real Estate Association)? If the answer to this changes, you shall notify the FVREB.				
<input type="checkbox"/> Yes – Please state the (1) name of the body; (2) date of the decision; and (3) results of the decision:				
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%; padding: 2px;">Name:</td> <td style="width: 50%; padding: 2px;">Date:</td> </tr> </table>		Name:	Date:	
Name:	Date:			
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Results:</td> </tr> </table>			Results:	
Results:				
<input type="checkbox"/> No				

C. COMPLAINT DETAILS

List the name(s) and information of the real estate licensee(s) you are complaining about.

Name of licensee/member	Brokerage name and address
1.	
2.	
3.	
Address(es) of the property that is the subject of your complaint	
Date(s) of transaction or event giving rise to complaint	

Please provide a 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 (Section F).

Empty space for providing a summary of the complaint.

D. WITNESSES AND SUPPORTING DOCUMENTS

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

Name and mailing address	Contact phone number(s)
1.	
2.	

Please include clear photocopies of all documentation and witness statements (if any) in support of your complaint. Please do not send 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) 930-7625. Examples of supporting documents are:

- | | |
|--|---|
| <ul style="list-style-type: none">1. Listing Contract2. Buyer's Agency Contract3. Working with a REALTOR® brochure4. Listing Information (feature sheet, advertisements)5. Signed witness statements | <ul style="list-style-type: none">6. Contract of Purchase and Sale and addenda7. Property Disclosure Statement8. All documents relating to a property management transaction9. All relevant correspondence between you and the brokerage and/or licensee/member e.g. letters, email messages, etc. |
|--|---|

E. CONSENT

By submitting this form via email, fax or mail to the FVREB, I/we hereby authorize the FVREB 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 FVREB 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 BC Financial Services Authority, if, in the opinion of the FVREB, 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)
<p>Please fill in this form, save it, and email it as an attachment to professionalstandards@fvreb.bc.ca</p> <p>If you are not emailing this form, please mail or fax to: Attn: Professional Standards Department Fraser Valley Real Estate Board 15463 – 104th Avenue, Surrey, BC, V3R 1N9 Fax: 604.930.7665</p>	<p>Enquiries</p> <p>Tel: 604.930.7600 Email: professionalstandards@fvreb.bc.ca</p>

F. ADDITIONAL COMPLAINT DETAILS