



#112 - 140 Commercial Drive, Kelowna, BC V1X 7X6; (250) 491-4560 (IF YOU ARE FAXING OR MAILING THIS FORM PLEASE PRINT CLEARLY)

**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 specify)		
Are you licensed under the <i>Real Estate Services Act</i> ? <input type="checkbox"/> No <input type="checkbox"/> 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? <input type="checkbox"/> No <input type="checkbox"/> 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
Address of the property that is the subject of your complaint	Date(s) of transaction or event giving rise to Complaint
Has your managing broker contacted the Licensee's Manager/Managing Broker regarding your complaint? * <input type="checkbox"/> No <input type="checkbox"/> Yes	
If yes, please state name, date, and results of contact. If no, please let us know why your managing broker has not contacted the other Manager/Managing Broker.	
<b>* The Association regulations state - Managing Brokers are required to contact the Managing Broker on the other side of a complaint as soon as they become aware of the complaint and attempt to informally resolve it.</b>	
Have you filed the complaint with any other organization (e.g. BC Financial Services Authority)? <input type="checkbox"/> No <input type="checkbox"/> Yes	
If yes, please state with whom you filed and when, and the results of that complaint.	

Is this matter the subject of any legal action, either already filed or pending?

No  Yes

If yes, please provide an explanation.

### 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.

## D. SUPPORTING DOCUMENTS AND WITNESSES

Please send us clear photocopies of all documentation and witness statements (if any) in support of your complaint. If you wish to fax us please state your name on a fax cover sheet and then fax the documents to us at (250) 491-4580. Examples of supporting documents are:

- |  |  |
|--|--|
| 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 complaint.

Name and Mailing Address

Contact phone number(s)

1.

2.

## E. CONSENT

By submitting this form via email/fax or mail to the Association of INTERIOR REALTORS® (I/we hereby authorize the Association of INTERIOR REALTORS® 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 Managing Broker(s), in order to assist the Association of INTERIOR REALTORS® with its investigation.

I/We also hereby authorize the Association of INTERIOR REALTORS® 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 Association of INTERIOR REALTORS®, 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 Association's Hearing panel.

DATE

Signature of Complainant(s) –

Please sign here if you are mailing or faxing us this form.

Please scan/email, mail or fax form to:

**Association of INTERIOR REALTORS®**

#112 – 140 Commercial Drive

Kelowna, B.C. Canada V1X 7X6

Fax: (250) 491-4580

[standards@interiorrealtors.com](mailto:standards@interiorrealtors.com)

Enquiries:

Telephone: (250) 491-

4560 Fax: (250) 491-4580

Email:

[admin@INTERIORREALTORS.com](mailto:admin@INTERIORREALTORS.com)

[www.INTERIORREALTORS.com](http://www.INTERIORREALTORS.com)

**F. ADDITIONAL COMPLAINT DETAILS**

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