



# COMPLAINT FORM

Okanagan Mainline Real Estate Board

#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 *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

Have you contacted the Licensee's Manager/Managing Broker regarding your complaint?  No  Yes

If yes, please state name, date, and results of contact.

If no, please let us know why you have not contacted Manager/Managing Broker.

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 that complaint.

Is this matter the subject of any legal action, either already filed or pending?  No  Yes

If yes, please provide an explanation.

\*OMREB strongly recommends that you contact the Licensee's Manager/Managing Broker and give him/her an opportunity to respond to your concerns prior to filing a formal complaint with us. To find out the name of the Managing Broker, you may do a Licensee search at [www.recbc.ca](http://www.recbc.ca).

### 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 third and fourth pages at the end of this form if you need more room.

### 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:

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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 complaint.

Name and Mailing Address	Contact phone number(s)
1.	
2.	

### E. CONSENT

By submitting this form via email/fax or mail to the Okanagan Mainline Real Estate Board I/we hereby authorize the Okanagan Mainline 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 Managing Broker(s), in order to assist the Okanagan Mainline Real Estate Board with its investigation.

I/We also hereby authorize the Okanagan Mainline 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 Okanagan Mainline 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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Please scan/email, mail or fax form to: <b>Okanagan Mainline Real Estate Board</b> #112 – 140 Commercial Drive Kelowna, B.C. Canada V1X 7X6 Fax: (250) 491-4580 <a href="mailto:ethics@omreb.com">ethics@omreb.com</a>	Enquiries:  Telephone: (250) 491-4560 Fax: (250) 491-4580 Email: <a href="mailto:info@omreb.com">info@omreb.com</a> <a href="http://www.omreb.com">www.omreb.com</a>
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F. ADDITIONAL COMPLAINT DETAILS

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