



CALGARY REAL ESTATE BOARD CO-OPERATIVE LIMITED

PUBLIC COMPLAINT POLICY

****Prior to filing a formal complaint, the Calgary Real Estate Board (CREB®) strongly recommends that you contact the Broker/Manager of the REALTOR® with your concerns first.****

NOTE: The Calgary Real Estate Board is a private association of REALTORS® (licensed either as Associates, Associate Brokers or Brokers). We are NOT a public body. The Calgary Real Estate Board has the authority to investigate matters dealing with the ETHICAL CONDUCT of its Member(s) and take disciplinary action for any breach of its REALTOR® Code and Rules and Regulations.

All complaints must be filed within one year from the date of occurrence or, within one (1) year of when a reasonable person knew or ought to have known when the facts were finally discovered.

CREB® will determine if the matter falls within our jurisdiction. If not, you will be notified in writing as to the reasons why.

CREB® does not have the authorization or the jurisdiction to make monetary awards to the Public. Any claim for monetary compensation is a legal matter and should be dealt with through the Courts.

Should your complaint fall within our jurisdiction, your letter and supporting documentation will be sent to the REALTORS® involved in the complaint.

1. No action will be taken on a verbal or anonymous complaint.
2. Complaints should address **ETHICAL CONDUCT** only and must be in **writing** to the attention of the Consumer Inquiries Coordinator setting out the date of occurrence, name of the **REALTOR®** involved, address of the property and a factual chronological statement of events. Please include your name(s), mailing address and a contact telephone number(s) and attach any documentation to support your complaint (e.g. contracts used in the transaction).
3. Once we receive your complaint letter, a copy will be sent to the REALTORS® involved in the complaint requesting their written version of the events.
4. Once ALL written versions of the events are received, they will be shared with all parties involved and CREB® will determine the appropriateness of the matter proceeding to the next step, or if applicable, close its file.

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5. **PERIOD OF REVIEW BY THE PUBLIC.** If it is determined that it would be appropriate to seek further information, a copy of an “**Agreement to Proceed to Investigation and/or Inquiry Hearing**” form will be sent to the Public requesting a signature indicating the Public’s desire to proceed and return same to CREB®. If the Public indicates that they will **NOT attend** a Hearing and still signs the form, the matter will be **closed** and will **NOT** be sent to an Investigating Team.

The Public is given approximately two weeks from the date of our letter to review the responses and **TIME IS OF THE ESSENCE. THE PUBLIC MUST RESPOND WITHIN THE TIME SPECIFIED ON THE LETTER OR THE FILE WILL BE CLOSED AND NOTICE OF CLOSURE WILL BE SENT TO THE PUBLIC AND REALTORS® INVOLVED.**

NOTE: If the “Agreement to Proceed to Investigation and/or Hearing” form is signed and returned by the Public, the Investigating Team will also be provided with a copy of the signed Agreement.

If the matter goes to an Investigating Team, the Investigating Team will investigate the conduct of ALL REALTORS® involved.

Our Complaint procedure from initial receipt of complaint to setting down a Hearing could take approximately four or more months.

6. **Legal Action Provision**

If legal action is commenced at **any time** between the parties involved after a file is opened, the complaint procedure at CREB® will stop and will only be resumed upon conclusion of the legal action. When legal action has concluded, the Calgary Real Estate Board will review the file and make a decision with respect to the file at that time.

7. **CONSENT**

Prior to opening a formal public complaint file, we would like to ensure that you have read and understood this Public Complaint Policy in its entirety and agree to cooperate fully with CREB® in relation to the review of your complaint. This may include attending interviews, providing additional supporting documentation and attending a Hearing.

Please sign and return to CREB® acknowledging your consent to open a Public Complaint file.

Signature of Complainant

Printed Name of Complainant

Signature of Complainant

Printed Name of Complainant

Date