

Before filing a formal complaint, CREB[®] strongly recommends contacting the REALTOR[®]'s **broker or office manager** to discuss your concerns.

FILING A COMPLAINT

All complaints must be filed **within one year** of the date of the incident, or within one year of when a reasonable person knew, or ought to have known, the facts were discoverable.

CREB[®] does not accept **verbal or anonymous complaints**.

CREB[®] has the authority to investigate and take disciplinary action **only** in matters involving the conduct of its members under its jurisdiction, including the **REALTOR[®] Code** and **CREB[®] Rules**. The [REALTOR[®] Code](#) is administered nationally by the Canadian Real Estate Association (CREA) and is available on the [CREA website](#).

The **Real Estate Council of Alberta (RECA)** licenses and regulates all real estate practitioners in Alberta. RECA enforces the Real Estate Act and its Rules to ensure licensees meet required standards of practice and to protect consumers. Concerns related to the **Real Estate Act or its Rules** should be directed to [RECA](#).

CREB[®] does not have the authority to award monetary compensation. Claims involving financial loss are legal matters and must be pursued through the courts. If legal action is initiated at any time after a complaint is filed, the complainant must notify CREB[®].

Complaints filed with CREB[®] must clearly address the specific conduct that is being reported, the date of the incident, the name(s) of the REALTOR(S)[®] involved, the property address, if applicable, and a chronological statement of events and facts. Supporting documentation must be included, such as contracts, emails or other correspondence related to the issue, and photos or videos, where applicable.

When a formal complaint is filed, CREB[®] will first determine whether the matter falls within its jurisdiction. You will be advised in writing if the issue submitted is outside CREB[®]'s jurisdiction.

If CREB[®] determines the complaint is within its jurisdiction and receives the required signed documentation, a copy of the complaint will be forwarded **in its entirety** to all REALTORS[®] named in the complaint, as well as their brokers or office managers, requesting written responses to the allegations. At this stage, you will be identified as the **applicant**, and the REALTOR(S)[®] named in the complaint will be identified as the **respondent(s)**.

After reviewing the written responses, CREB[®] will determine whether the matter should proceed to the next stage of the process or whether the file will be closed and the complaint dismissed. Copies of all **written submissions** will be shared with all parties, regardless of the outcome.

If CREB[®] determines that further information is required, the matter may be referred to an investigating team. In this case, the applicant will be provided with the respondents' submissions and an **Agreement to Proceed to Investigation and/or Inquiry Hearing** form. The applicant must sign and return the form to confirm their intention to proceed.

Applicants are given **two weeks** from the date of CREB[®]'s letter to review the responses and indicate whether they wish to proceed. Timelines are strictly enforced. If the applicant does not respond within the specified timeframe, the complaint will be dismissed and a notice of dismissal will be issued to all parties.

Applicants who require additional time due to extenuating circumstances must submit a written request to CREB® before the deadline. Requests for extensions are considered on a case-by-case basis, and the applicant will be advised of the decision in writing.

If CREB® receives a signed agreement indicating the applicant does not intend to attend a hearing, the complaint will be dismissed and no investigation will take place.

INVESTIGATION

If the **Agreement to Proceed to Investigation and/or Inquiry Hearing** form is signed and returned within the specified timeframe, and the applicant indicates they will attend a hearing, the matter will proceed to investigation.

The investigating team will be provided with a copy of the signed agreement, the applicant's formal complaint and all written submissions from the parties. The investigating team may interview any relevant parties and review the conduct of the REALTOR®(s) involved. Interviews are typically conducted at CREB®'s offices. Extenuating circumstances will be considered when determining alternative interview arrangements. If the investigation results in charges against any party, the matter will be referred to a hearing, which may require the applicant's attendance.

HEARING

If a respondent does not admit to the charges, the matter may proceed to an **inquiry hearing**. CREB® will schedule the date and time of the hearing, and all parties will present their cases under oath or affirmation.

The hearing will involve:

- **the applicant (you) presenting their case and submitting evidence**
- the respondent questioning the applicant
- questions from the hearing panel to the applicant
- the respondent presenting their case and submitting evidence
- the applicant questioning the respondent
- questions from the hearing panel to the respondent
- the applicant summarizing their case
- the respondent summarizing their case

DURATION OF PROCESS

The public complaint process, from the initial receipt of a complaint to the scheduling of a hearing, may take **up to one year**, depending on the nature of the allegations, the complexity of the matter and the availability of the parties involved. CREB® will provide the applicant with ongoing updates throughout the process, and the applicant will be notified of the outcome at each stage.

NOTICE TO APPLICANT

By completing this document, you consent to CREB[®] sharing information related to your complaint, which may include personal information, with parties to the complaint, investigators, hearing panel members and other organizations—including law enforcement—that may have an interest in addressing the issues raised or have legal authority to require CREB[®] to disclose information.

CONFIDENTIALITY:

Consent

Before a formal complaint file is opened, you must confirm that you have read and understand this **Non-Member Complaint Policy** in its entirety and agree to cooperate fully with CREB[®] in the review of your complaint. This may include attending interviews, providing additional supporting documentation and attending a hearing.

Please sign and return this document to CREB[®] to acknowledge your consent to open a complaint file and to cooperate with all required steps in the complaint process.

Signature of applicant

Printed name of applicant

Signature of applicant

Printed name of applicant

Date

Phone number

Email address