

Real Estate Boards/Associations deal with complaints that involve The CREA Ethics, standards of business practice and the Association's bylaws and regulations.

The BCFSA handles infractions of the Real Estate Services Act which includes both professional misconduct and conduct unbecoming.

Examples of areas the Association of Interior REALTORS® investigates:

- Advertising claims that are unclear or misleading
- Speaking badly of other licensees in an attempt to gain business
- Soliciting a currently listed property
- Violations of Board mandated codes of ethics and standards of business practices

Examples of areas the BC Financial Services Authority (BCFSA) investigates:

- Mishandling of deposits
- Concealing property defects
- Misrepresentation
- Unauthorized signing of documents
- Unwritten guarantees to resell a property used as an inducement to do business

The Association of Interior REALTORS® cannot award monetary damages to you, as these are a matter for the courts.

The BCFSA is not empowered to award or mediate monetary damages. Such matters are more properly dealt with through civil action.

The Association can impose fines, membership suspensions, or require a member to attend specified courses.

The BCFSA can impose administrative penalties, order reprimands, fines, suspensions, or cancel a license as well as impose hearing costs.

It is the Association's policy not to investigate any complaint that is currently before the courts or the Real Estate Council, however, they reserve the right to do so.

If your concern appears to be a matter for your Real Estate Association/Board: (Association of Interior REALTORS®)

1. Complete the Association of Interior REALTORS® [Complaint Form](#). Attach all supporting documentation as specified.
2. Submit by email, fax or mail (as noted on the form).

If your concern appears to be a matter for the BCFSA:

1. Complete the BCFSA online [Complaint Form](#). Attach all supporting documentation as specified.
2. Visit www.bcfesa.ca for more info