



#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

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.

*** 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.**

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.

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
2. Buyer's Agency Contract
3. Disclosure of Representation in Trading Services
4. Listing information (feature sheet, advertisements)
5. Signed witness statements and/or Licensee/Member e.g. letters, email messages, etc.
6. Contract of Purchase and Sale and addenda
7. Property Disclosure Statement
8. All documents relating to a property management transaction
9. All relevant correspondence between you and the brokerage

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 Real Estate Council of B.C. 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 Real Estate Board's Hearing panel.

DATE –

Signature of Complainant(s) —
You can mail, email or fax 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 Ext. 228
standards@interiorrealtors.com

Enquiries:

Telephone: (250) 491-4560
Fax: (250) 491-4580
Email: info@interiorrealtors.com
www.interiorrealtors.com

F. ADDITIONAL COMPLAINT DETAILS

F. ADDITIONAL COMPLAINT DETAILS