



# OFFICE OF THE SUPERINTENDENT OF REAL ESTATE COMPLAINT INFORMATION FORM

Thank you for contacting the Office of Superintendent Of Real Estate of BC (OSRE). Your complaint is important to us as it might be the first indicator of potential market misconduct. We carefully consider each complaint and may take enforcement action regarding unlicensed and non-exempt real estate brokers, and inadequate disclosure statements for residential real estate developments. We may also refer complaints to other regulatory bodies when appropriate. Please note, not all complaints result in an investigation or a public sanction. Once an investigation is complete, we will respond to your inquiry.

If you require additional space please attach a separate sheet to this form.

## Section 1: Your Information

a) Full Legal Name:

b) Mailing Address

c) Phone Number (1):  d) Phone Number (2):

e) Email Address:  f) Preferred method of contact:  Phone  Email

g) You are:  Buying Real Estate  Selling Real Estate  Renting Real Estate

An Industry  Real Estate Broker  Notary Public  Lawyer  Lender  
Member:  Other Describe:

## Section 2: Sharing of Personal Information

I consent to the disclosure of my personal information which is provided by me in connection with this complaint to the subject of my complaint, their brokerage (if any), and public bodies, law enforcement agencies, or governing body of professions or occupations.  Yes  No

If you do not wish your personal information to be shared, please provide reasons:

Please note that the office of the Superintendent of Real Estate is subject to the disclosure and protection provisions of the *Freedom of Information and Protection of Privacy Act* and this form constitutes a record under that legislation.

## Section 3: Subject of the Complaint

a) Name of Individual:

b) Name of Business:

c) Mailing Address

d) Phone Number (1):  e) Phone Number (2):

f) Email Address:  g) Web Address:

h) Address of Property(ies)

**Section 4: What is the Complaint About?**

The office of the Superintendent of Real Estate is responsible for investigating:

- Unlicensed real estate services for buying, selling, leasing or managing real estate. Please note that exemptions generally allow property owners and their employees to provide services for that property without a license.
- Complaints about inadequate disclosure statements used by developers to offer and sell residential real estate.

Please briefly describe your complaint(s) in a few sentences. What wrongdoing is alleged?

**Section 5: Complaint Details**

Please provide details of the complaint including dates as available. Include key meetings, communications (phone, email, in person), other parties involved, key decisions, document exchanges, and other information that will help us understand and evaluate your complaint.

Date	Event

## Section 6: Supporting Documentation

Please list the key documents you are providing to support the complaint (e.g. purchase, sale and lease agreements; website pages offering real estate services or development property; and any correspondence you might have). Please provide us with copies of those documents and retain originals for your own records at this time however they may be required later for completion of an investigation.


## Section 7: Other Parties

Please provide information about other individuals / parties who can provide information in relation to your complaint.

Name:	Contact Information (phone/email)	Name:	Contact Information (phone/email)

## Section 8: Other Actions You have Taken

Have you made a complaint with other regulatory agencies, law enforcement authorities, or industry groups?  
 YES  NO

Please provide details (e.g. agency / group, status of complaint, key dates, etc.)

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Please include supporting documents.

Are you involved in legal action related to issues raised in your complaint?  
 YES  NO

Please provide details (e.g. type of legal action, parties, status, key dates, etc.)

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Please include supporting documents. We encourage you to consult your legal counsel beforehand.

Email completed form and supporting documents to:  
[RealEstate@gov.bc.ca](mailto:RealEstate@gov.bc.ca)

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