



Complaint Instruction Sheet

Rev. 3/2023

Oregon Real Estate Agency

(503) 378-4170

orea.regs@rea.oregon.gov

WHAT THE AGENCY DOES

The Oregon Real Estate Agency regulates:

- Brokers in the course of their professional real estate activity as described in [ORS 696.010](#).
- Property managers while managing rental real estate as described in [ORS 696.010](#).
- Unlicensed individuals who collect or attempt to collect fees for representing a person in a real estate transaction or for managing another person's rental property.
- Escrow agents as defined by [ORS 696.505](#).

The Agency does **not** regulate, and cannot advise you in, the following:

- Contract law.
- Real property transactions between private parties not involving real estate licensees.
- Landlord and tenant laws.

People with disputes or questions in areas of law outside the Agency's jurisdiction may need the assistance of a lawyer. The Oregon State Bar has a lawyer referral service. Lawyers who participate in this service agree to do a first-time in-office consultation for \$35 or less. Information can be found at <https://www.osbar.org/public/ris/> or by calling (800) 452-7636.

COMPLAINT PROCESS

The Agency may contact the parties to determine whether or not to start an investigation. If the Agency determines an investigation is warranted, the case will be assigned to an Investigator. When the Investigator completes the investigation, they prepare a report. Based upon that report, the case may be closed (with or without an "educational letter of advice") or the Agency may seek administrative action against the person's license.

If the Oregon Real Estate Agency seeks administrative action against someone, that person has due process rights that allow an appeal of the Agency's decision. If the person agrees to the administrative action proposed by the Agency (settles) or is not successful in appealing, the administrative action or settlement goes into effect. Administrative actions and settlements are published in the *Oregon Real Estate News-Journal*. The action becomes part of the licensee's or unlicensed person's record at the Agency, and the investigation file becomes a matter of public record.

IMPORTANT THINGS TO KNOW BEFORE FILING A COMPLAINT

- Use the checklist on the Complaint Form to make sure you provide all required documents and information.
- All documents and information submitted to the Agency become public records. It is the Agency's policy to share all documentation with the person you complain about.
- Submit complaint via email (orea.regs@rea.oregon.gov). **Do not mail or fax your complaint.**
- The complaint process can be lengthy. If you need an immediate resolution for a current transaction, seek the advice of an attorney.
- The Agency cannot help you recover owed or missing money.



Complaint Form

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YOUR INFORMATION

Name:		Phone Number:
Mailing Address:		
City:	State:	Zip Code:
Physical Address (Optional):		
City:	State:	Zip Code:
E-mail:	Your license number, if licensed:	

WHO IS THE COMPLAINT AGAINST

Name #1:		Phone Number:
Address:		Email:
City:	State:	Zip Code:
Company:	License number, if known:	
Name #2:		Phone Number:
Address:		Email:
City:	State:	Zip Code:
Company:	License number, if known:	

INFORMATION AND DOCUMENT CHECKLIST

Write a complete, legible description of your complaint on a separate page. If information is missing or hard to read, the Agency may be unable to investigate.

Provide copies of all relevant documents.

Do not include personally identifiable information, such as social security numbers, bank account numbers, or drivers' license numbers. If you think this information is relevant to the complaint, please contact the Agency for an alternative submission method. Real estate license numbers are OK.

Include copies of correspondence with licensee(s) or unlicensed person(s).

List witness contact information on a separate page.

Provide your daytime telephone number.

Email the completed form and all relevant documents to orea.regs@rea.oregon.gov. *Mailed or faxed documents will NOT be accepted.*

ACKNOWLEDGEMENT AND SIGNATURE

By signing below, I acknowledge the following:

- The information I am providing is true and accurate to the best of my knowledge.
- The Agency cannot recover money owed to me. If I seek reimbursement, I may need the advice of an attorney.
- All documents and information submitted to the Agency become public records. It is the Agency's policy to share it with the subject(s) of the complaint.
- The complaint and investigation process can be lengthy. If I need immediate resolution for a current transaction, I will seek the advice of an attorney.

Your Signature:	Date:
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