

SUBMITTING A COMPLAINT

To Submit a Complaint

In the event you would like to lodge a formal complaint against another member of AREA, a written submission must be received by AREA within one (1) year of when a reasonable person knew or ought to have known when the facts were discoverable. Submit the complaint to adminjustice@albertarealtor.ca.

The following six components must be included when submitting a complaint:

1. A letter from the Applicant's Broker supporting the complaint
2. The name of the Applicant and their brokerage
3. All Member(s) names involved in the complaint
4. The property address in question, if applicable
5. A detailed account of what has transpired in chronological order
6. All supporting documentation

AREA'S Receipt of a Complaint

When AREA receives a complaint, we review it to ensure it is within our jurisdiction and that the concern(s) fall under the Provincial MLS® System Listing and Practice Rules for Alberta REALTORS®, Bylaws, REALTOR® Code, Standards of Business Practices, a commission or referral fee dispute or has otherwise been deemed as conduct unbecoming of a Member. If the complaint is within AREA's jurisdiction then the complaint is accepted.

The Respondent will receive a letter from AREA notifying them of the complaint and giving them an opportunity to tell their side of the story. The Respondent and their Broker at the time of the incident will be provided with a copy of the complaint submitted to AREA, and both will be given seven (7) business days to provide their version of the events to AREA.

Opportunity for Resolution

AREA's role in this process is mainly administrative. Going through an investigation can be stressful and we want to provide both the Applicant and the Respondent the opportunity to have their sides of the story heard to see if a potential resolution can occur without proceeding to an investigation.



Upon receipt of the response from the Respondent and their Broker, AREA will forward their response to the Applicant. The Applicant shall review the response and decide whether or not they wish to proceed with an investigation.

If the Applicant chooses to have the matter investigated, they must advise AREA of such in writing. When a file is investigated all party's actions throughout the transaction or incident (The Respondent, their Broker at the time of the conduct, the Applicant and the Applicant's Broker) are considered and charges can be laid against any of the named parties.

Resolution found

If the Applicant is satisfied with the response they received, the matter will be closed. No investigation. No charges.

No resolution found, proceeding to an investigation

If the Applicant is not satisfied with the responses they received, the matter will proceed to an investigation. An investigation will occur under the authority of the AREA Professional Standards Committee members appointed to that Investigation Team.