



# OREB Complaint Form

Ottawa Real Estate Board | 1826 Woodward Drive, Ottawa ON, K2C 0P7 | 613-225-2240

(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)

Cell Phone

Telephone (Work)

Email Address

Please indicate if you are the Seller, Buyer, Landlord, Tenant, OREB Member, or Other (if other please specify)

Do you hold a real estate license in the Province of Ontario?

No

Yes

If yes, please state the name, address and telephone number of your Brokerage:

## B. INFORMATION ABOUT YOUR COMPLAINT

List the name(s) of the Member(s) you are complaining about

Name of Member

Name and address of Brokerage

Name of Member

Name and address of Brokerage

Name of Member

Name and address of Brokerage

Address of the property that is the subject of your complaint (MLS® # if you know it)

Date(s) of transaction or event giving rise to Complaint

Have you contacted the Member(s) or the Member(s)' Manager regarding your complaint?\*

No

Yes

Have you filed the complaint with any other organization (e.g. Real Estate Council of Ontario)?

No

Yes

If Yes, please give us the name(s) of who you spoke to?

Approximate Date: \_\_\_\_\_

Is this matter the subject of any legal action, either already filed or pending?

No

Yes

If Yes, please tell us is it:

Civil

Criminal

Small Claims

\*OREB strongly recommends that you contact the Member(s)' Manager and give him/her an opportunity to respond to your concerns prior to filing a formal complaint with us.

## 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. There are third and fourth pages at the end of this form if you need more room.

## D. SUPPORTING DOCUMENTS

Please send us clear photocopies or scans of all documentation in support of your complaint.

Examples of supporting documents are:

1. Listing Agreement
2. Buyer's Representation Agreement
3. Working with a REALTOR® brochure
4. Listing information (feature sheet, advertisements)
5. Seller's Customer Service Agreement
6. Agreement of Purchase and Sale and Schedules
7. Seller's Property Information Statement
8. All documents relating to a property management transaction
9. All relevant correspondence between you and the brokerage and Member e.g. letters, email messages, etc.

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 or mail to the Ottawa Real Estate Board (OREB) I/we hereby authorize OREB to forward a copy of my/our entire complaint, including documents, to the Member(s) who is/are the subject of my/our complaint, as well as to the Member's Principal Broker, in order to assist the OREB with its investigation.

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 Discipline Hearing panel.

DATE	Signature of Complainant(s) –
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Please scan/email, or mail form to **Chief Executive Officer:**

**Ottawa Real Estate Board**  
1826 Woodward Drive  
Ottawa ON, Canada K2C 0P7  
Confidential  
[standards@oreb.ca](mailto:standards@oreb.ca)

Enquiries:

Telephone: 613-225-2240  
Email: [standards@oreb.ca](mailto:standards@oreb.ca)



F. ADDITIONAL COMPLAINT DETAILS

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