

## THE COMPLAINT PROCESS

Investigations are made by the Bureau's Enforcement Section on the basis of written complaints received from the public.

To initiate an investigation, the Bureau must determine two things:

- That the individuals or companies involved are under the Bureau's jurisdiction.

The Bureau has jurisdiction over real estate licensees, subdividers, and unlicensed persons who have performed acts which require a real estate license (see LICENSE STATUS CHECK below to find out if an individual or company is licensed by CalBRE).

- That the complaint relates to possible violations of the Real Estate Law or Subdivided Lands Law.

## LICENSE STATUS CHECK

If you are not sure if the individual or company involved in your transaction is licensed by the Bureau of Real Estate, there are two ways to check:

- The status of all real estate licensees is available on the CalBRE Web site, [www.bre.ca.gov](http://www.bre.ca.gov). The Web site contains all current public license information.
- You may also check the status of all real estate licensees by calling any of the Enforcement Offices listed in this brochure, or you may call the Bureau's Licensing Section at (916) 263-8943.



## STARTING THE COMPLAINT PROCESS

In order to help us evaluate and process your complaint:

- Complete a Licensee/Subdivider Complaint form (RE 519). The complaint form may be obtained directly from the CalBRE Web site [www.bre.ca.gov](http://www.bre.ca.gov) or by calling any of the Bureau's Enforcement Sections:

Los Angeles.....	(213) 620-2072
Sacramento .....	(916) 263-8929
Oakland .....	(510) 622-2552
Fresno .....	(559) 445-5009
San Diego .....	(619) 525-4192



## COMPLETING THE COMPLAINT FORM

When completing the complaint form:

- Provide a written explanation of the exact nature of your complaint.
- Provide the names, addresses and telephone numbers of any witnesses to the events described in your complaint.
- Provide photocopies of all documents involved in your transaction.

## WHAT WE CAN DO

If an inquiry into the matter substantiates that there has been a violation of the laws enforced by the Bureau:

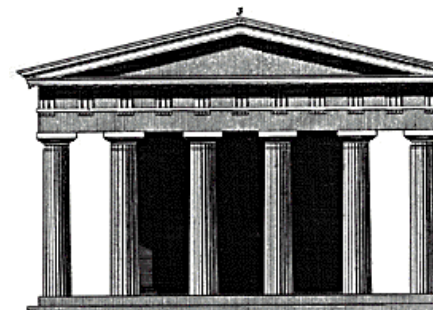
- A formal disciplinary action may be filed which could result in the suspension or revocation of a license or the issuance of a restricted license.
- An Order to Desist and Refrain may be filed to stop further unlawful activities.

## WHAT WE CANNOT DO

We cannot act as a court of law. Therefore, we cannot order that monies be refunded, contracts be cancelled or damages be awarded.

If your primary interest is to gain restitution, you should consider:

- Filing a small claims court action if the amount in dispute is \$7,500 or less.
- Contacting an attorney to determine what legal remedies are available to you.



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## ABOUT THE BUREAU OF REAL ESTATE

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The California Bureau of Real Estate (CalBRE) protects the public interest in the handling of real estate transactions by licensees and the offering of subdivided lands for sale. This is primarily accomplished through the licensing of real estate salespersons and brokers and the issuance of public reports for new subdivisions. CalBRE also assists the real estate industry in expanding its standards and level of professional ethics and responsibility.

CalBRE offers many consumer protection publications and reference materials, all of which are available at [www.bre.ca.gov](http://www.bre.ca.gov). Information available includes:

- Information for Homebuyers\*
- Sources of Home Loans\*
- Protect Yourself from Predatory Lending\*
- Using the Services of a Mortgage Broker\*
- Living in a CA Common Interest Development\*
- Reverse Mortgages-Is One Right for You?
- Trust Deed Investments-What You Should Know!!
- A Guide for Residents Purchasing Their Mobilehome Park
- Operating Cost Manual for Homeowner Associations
- Reserve Study Guidelines for Homeowner Association Budgets
- Disclosures in Real Property Transactions
- Real Estate Law
- Reference Book A Real Estate Guide
- Real Estate Recovery Account\*
- A Consumer Guide to Filing Real Estate Complaints\*

\* Also available in Spanish and Traditional Chinese.

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## DEPARTMENT OF REAL ESTATE OFFICES

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### SACRAMENTO

P.O. Box 137005  
1651 Exposition Blvd.  
Sacramento, CA 95813-7005  
(916) 263-8929

### FRESNO

2550 Mariposa Mall, Suite 3070  
Fresno, CA 93721-2273  
(559) 445-5009

### LOS ANGELES

320 W. 4th Street, Suite 350  
Los Angeles, CA 90013-1105  
(213) 620-2072

### OAKLAND

1515 Clay Street, Suite 702  
Oakland, CA 94612-1462  
(510) 622-2552

### SAN DIEGO

1350 Front Street, Suite 1063  
San Diego, CA 92101-3687  
(619) 525-4192

**WEBSITE:** [www.bre.ca.gov](http://www.bre.ca.gov)

## A CONSUMER GUIDE TO FILING

# REAL ESTATE COMPLAINTS



STATE OF CALIFORNIA  
**dca**  
DEPARTMENT OF CONSUMER AFFAIRS