**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:


- 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.

**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.

**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 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

**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.

**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.
QUIKERE
guide to filing
REAL ESTATE
COMPLAINTS

*Also available in Spanish and Traditional Chinese.