THE COMPLAINT PROCESS

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

To initiate an investigation, the Department must determine two things:
- That the individuals or companies involved are under the Department’s jurisdiction. The Department 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 DRE).
- 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 Department 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 (877) 373-4542.

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 DRE Web site www.dre.ca.gov or by calling any of the Department’s Enforcement Sections:
  - Los Angeles ..........(213) 620-2072
  - Sacramento ..........(877) 373-4542
  - Oakland .............(510) 622-2552
  - Fresno ..............(559) 445-5009
  - San Diego ............(619) 525-4192

WHAT WE CAN DO

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

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.
ABOUT THE DEPARTMENT OF REAL ESTATE

The California Department of Real Estate (DRE) 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. DRE also assists the real estate industry in expanding its standards and level of professional ethics and responsibility.

DRE offers many consumer protection publications and reference materials, all of which are available at www.dre.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.

DEPARTMENT OF REAL ESTATE OFFICES

SACRAMENTO
P.O. Box 137000
1651 Exposition Blvd.
Sacramento, CA 95813-7005
(877) 373-4542

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 92101-3608
(619) 525-4192

WEBSITE: www.dre.ca.gov

A CONSUMER GUIDE TO FILING REAL ESTATE COMPLAINTS