



Real Estate MATTERS

## Department of Real Estate Office Locations

### Sacramento — *Principal Office*

2201 Broadway  
Sacramento, CA 95818-2500  
(916) 227-0864

### 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  
Spanish Language Consumers (En Español)  
(213) 576-6878

### 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



## *Department of Real Estate* A Consumer Guide to Filing Real Estate Complaints

### The Complaint Process:

- Fill out the complaint form - RE 519 ([www.dre.ca.gov/pdf\\_docs/forms/re519.pdf](http://www.dre.ca.gov/pdf_docs/forms/re519.pdf))
- Tell us what happened.
- Start from the beginning and describe the events as they occurred.
- Be specific as to what was said and who said it and when.
- Tell us who was present during these conversations or acts.
- Tell us when and where these conversations/acts took place.
- Mail or hand deliver the completed form and attachments to the nearest office.



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## The Complaint Process

The Department's Enforcement Section conducts investigations based upon complaints.

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

1. That the individuals or companies involved are under the jurisdiction of the Department. The Department has jurisdiction over real estate licensees, subdividers, and unlicensed persons who have performed acts for which a real estate license is required.
2. That the complaint relates to possible violations of the Real Estate Law or Subdivided Lands Law.

## Starting the Process

To evaluate and process a complaint we will need:

- A completed Licensee/Subdivider Complaint form (RE 519). The complaint form may be obtained directly from our web site at [www.dre.ca.gov](http://www.dre.ca.gov) or by calling any of the Department's Enforcement Sections:

Los Angeles: (213) 620-2072  
Sacramento: (916) 227-0864  
Oakland: (510) 622-2552  
Fresno: (559) 445-5009  
San Diego: (619) 525-4192

## Completing the Complaint Form

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



### What We Can Do

If an investigation 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. Although we cannot order restitution, we may be able to obtain a voluntary resolution to a dispute through our advocacy program. Contact your local DRE office for details.

Check the license status by logging on to:  
[www.dre.ca.gov](http://www.dre.ca.gov)



If a complainant's primary interest is to gain restitution, he/she should consider:

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

### License Status Information

To determine whether the individual or company involved in a transaction is licensed by the Department of Real Estate, check:

- The Department's web site at [www.dre.ca.gov](http://www.dre.ca.gov). This site contains all current public license information.
- Call any of the Enforcement Offices listed on this brochure or the Department's Licensing Section at (877) 373-4542.

Visit the California Department of Real Estate:  
<http://www.dre.ca.gov>