



# Department of Commerce

Division of Real Estate & Professional Licensing

Ted Strickland, Governor  
Kimberly A. Zurz, Director

77 South High Street, 20th Floor  
Columbus, Ohio 43215-6133 U.S.A.

Please visit our website at  
[www.com.ohio.gov/real](http://www.com.ohio.gov/real)

614 | 466-4100  
Fax 614 | 644-0584  
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## REAL ESTATE COMPLAINT FORM

The Ohio Division of Real Estate & Professional Licensing (“Division”) serves as Ohio’s licensor and regulator of real estate brokers and real estate salespersons. In its role as regulator, the Division accepts complaints filed against licensed real estate brokers, real estate salespersons, foreign (outside of Ohio) real estate dealers, foreign real estate salespersons, and unlicensed persons acting as real estate brokers and salespersons. The Division does not regulate condo associations, homebuilders, contractors, mortgage companies, home inspectors, escrow agents, or title companies.

The Division does not have authority to interpret, enforce, or cancel contracts, award damages to a complainant, order the return of monies, or resolve commission disputes between licensees. Any action seeking to recover monetary damages should be initiated in a court of law. Do not delay any civil action you might be considering in the matter. Additionally, the Division cannot provide legal advice or act as attorney for any party.

Complaints may be mailed to the Division using the standard form below. Complaints may be submitted via email if the complaint form is completed, signed, and attached; generic email complaints will not be accepted. Copies (not originals) of all documents concerning the complaint should be included when filing a complaint via mail or email.

### COMPLAINT FORM INSTRUCTIONS

1. Please fill in the form *completely* - type or print with blue or black ink. Sign the bottom of the form.
2. Furnish copies, not originals, of all transaction documents (i.e. agency disclosures, contracts, HUD Statement).
3. If you file a complaint, you should be willing to appear as a witness and testify under oath about the allegations.
4. Both you and the licensee(s) have an opportunity to participate in mediation to resolve differences. Mediation is confidential, completely voluntary, and is a shorter process compared to a formal investigation.
5. All complaints must be delivered to: Ohio Division of Real Estate and Professional Licensing, Enforcement Section, 77 S. High St., 20<sup>th</sup> Floor, Columbus, OH 43215-6133.

### COMPLAINT FORM

Your Full Name (Identifies you as Complainant)		Email Address	
Residence Address (Street, City, State, Zip Code)			
Business Address (Street, City, State, Zip Code)			
Home Phone (with area code)		Cell Phone (with area code)	Business Phone (with area code)

### PERSON(S) COMPLAINED AGAINST

Licensee or Unlicensed Person #1			Licensee or Unlicensed Person #2		
Name			Name		
Company Name			Company Name		
Company Address			Company Address		
Business Phone	Cell Phone	Email Address	Business Phone	Cell Phone	Email Address

**NOTE:** This complaint will become public record. A copy will be given to the party against whom the complaint is filed. A person who files a complaint should be willing to appear as a witness, be sworn to testify, and be cross-examined concerning the allegations made in the complaint.

Subject Property Address	Date(s) of Transaction(s)
City, State Zip	

Are you interested in participating in a mediation meeting?  YES  NO

Do you have any relevant written documents pertaining to the transaction?  YES  NO  
 (listing agreement, agency disclosure forms, etc.) Important: Please enclose copies-DO NOT SEND ORIGINALS

Were you a party to the transaction?  YES  NO  
 If no, explain your relationship: \_\_\_\_\_

Have you consulted or hired an attorney regarding your complaint?  HIRED  CONSULTED  NO  
 If yes, give name/address: \_\_\_\_\_

This Complaint involves the same related matters which are the subject of a:  
 civil law suit  criminal case  board of realtor's case  
 Please attach any and all copies of paperwork regarding the above checked items.

Are there witnesses to this transaction other than you?  YES  NO  
 If yes, please furnish full names, addresses, and phone numbers of all witnesses:

Name:	Name:	Name:
Address:	Address:	Address:
City, State Zip:	City, State Zip:	City, State Zip:
Phone:	Phone:	Phone:

Have you previously notified the person against whom the complaint is made?  YES  NO  
 How were they notified?  WRITTEN  ORAL

What was their response?: \_\_\_\_\_

**NATURE OF YOUR COMPLAINT:** Please check all that apply. The individual I am complaining about:

- |   |  |
|---|--|
| <input type="checkbox"/> Won't release a deposit / earnest money.           | <input type="checkbox"/> Didn't give me copies of paperwork I signed or requested.     |
| <input type="checkbox"/> Has been convicted of a crime.                     | <input type="checkbox"/> Has lied to me about this transaction.                        |
| <input type="checkbox"/> Threatened me with a lawsuit.                      | <input type="checkbox"/> Discriminated against me or members of my family.             |
| <input type="checkbox"/> Didn't inform me they owned the property I bought. | <input type="checkbox"/> Didn't deliver my offer / present me an offer. (Timely)       |
| <input type="checkbox"/> Demands a commission they didn't earn.             | <input type="checkbox"/> Changed a form or document without my permission.             |
| <input type="checkbox"/> Promised something not in the contract.            | <input type="checkbox"/> Tried to sell my property without my consent.                 |
| <input type="checkbox"/> My agent wasn't loyal to me or my interests.       | <input type="checkbox"/> Didn't put in writing when my listing ended.                  |
| <input type="checkbox"/> Did not disclose problems with the property.       | <input type="checkbox"/> Acted as an agent, but has no license.                        |
| <input type="checkbox"/> Won't pay my commission.                           | <input type="checkbox"/> Owes money out of a final court judgment.                     |
| <input type="checkbox"/> Did not provide a Consumer Guide to Agency.        | <input type="checkbox"/> Did not tell me they had a relationship with the other party. |
| <input type="checkbox"/> Did not provide an Agency Disclosure form.         | <input type="checkbox"/> Didn't follow my instructions.                                |

This list does not represent every possible violation. Please give the details of your complaint on the next page.

