

How BCFSA Resolves a Complaint

BCFSA investigates complaints about real estate sales licensees, real estate brokerages, or people who are providing real estate services without a licence. Here are the steps we take to resolve complaints submitted through our complaints process.

Complaint Intake and Assessment



STEP 1 BCFSA receives a complaint (online or in writing).



STEP 2 BCFSA assesses the complaint to answer the following two questions:

1. Do we have the jurisdiction to resolve the complaint
 2. Is there enough evidence to investigate the complaint
- If the answer to either question is 'no', the complaint is closed and we send a letter to to inform the complainant.

Investigation



STEP 3 An investigator is assigned to the complaint and we send a summary to the person the complaint is about. The complainant, the subject of the complaint, or other witnesses may be asked to provide more information.

Enforcement and Discipline



STEP 4 After an investigation, the Superintendent of Real Estate can decide to take any of the following actions:

1. Close the file with no further action
2. Issue a letter of advisement or a warning letter
3. Take formal disciplinary action.

This can include measures like education requirements, fines, enhanced supervision, and suspending a licence.



STEP 5 If any formal action taken includes a notice of hearing, the subject of the complaint may have the option to negotiate a penalty without a hearing. This would require a consent order, which they cannot appeal at a later date.



STEP 6 Once the complaint has been resolved, BCFSA sends a letter to the person who made the complaint to inform them of the outcome. If formal disciplinary action was taken, the decision will be published on the BCFSA website.