

## REAL ESTATE COMPLAINT PROCESS

**Please note:** *The Superintendent of Real Estate does not have the authority to settle civil matters where determining liability (e.g. who is at fault) or restitution (e.g. award damages) is the issue. If this is a civil matter, please file a claim in court.*

To file a complaint with the Office of the Superintendent of Real Estate (Superintendent), please submit a written complaint to [ConsumerAffairsAccount@gov.nl.ca](mailto:ConsumerAffairsAccount@gov.nl.ca), by fax (709)729-6998, or by mail: Consumer and Financial Services Division P.O. Box 8700, St. John's, NL, Canada, A1B 4J6.

### Consent required

Please provide consent to share the details of the complaint, and, if necessary to share personal information in accordance with the **Access to Information and Protection of Privacy Act**, if required to resolve the dispute. If consent is not granted, the Superintendent may not be able to complete a review of the complaint. If you have any questions, please contact the [Access to Information and Protection of Privacy Office](#).

### Details required

- Your contact information
- A detailed account of the issue including everything done up to the point of submitting your complaint
- Who you have spoken with and their contact information
- You have the option of providing documentation which supports the complaint, however, we recommend waiting until we have reviewed the complaint to determine the documentation required
- If this is a dispute regarding monies held in trust by a Real Estate brokerage, please provide
  - Details of the dispute.
  - The names of the Salesperson(s) and Brokerage(s) associated with the dispute and, if available, their contact information.
  - Describe the actions taken by your real estate salesperson to resolve the dispute.
  - The civic address of the property
- If a complaint is being sent in on behalf of someone else, the complainant must write and sign a Consent of Authority giving the representative permission to speak on their behalf along with their contact information so consent can be confirmed. The complaint will not be reviewed without the consent of the complainant.

When the review is completed the Superintendent will send a final position letter outlining the results of the review. The duration of the review will depend on the complexity of the complaint.

For general information, please call 709-729-0959 or 709-729-7667, or toll free in NL at 1-877-968-2600.