Submitting a Complaint to RECO

Applies To: Sales Representatives, Brokers, Broker of Record, and Managers

Purpose: To ensure that complaints submitted to the Real Estate Council of Ontario (RECO) are handled professionally, internally reviewed, and submitted properly per RECO's regulations.

Step 1: Identify the Issue

The agent must first identify the nature of the complaint:

- Misleading or non-compliant advertising
- Unethical behaviour or professional misconduct
- Breach of TRESA, RECO Code of Ethics, or REBBA guidelines
- Unauthorized representation, false claims, or improper disclosures

The issue must be **documented and evidence-based**.

Step 2: Attempt Internal Resolution

Before involving RECO, agents must make **reasonable efforts** to resolve the matter internally:

- Inform your **Office Manager** or **Broker of Record**

- Attempt professional dialogue with the other agent or their manager (where appropriate)
- Keep written records of all communications and attempted resolutions

Note: RECO requires that brokers or managers attempt resolution before a formal complaint is filed.

Step 3: Escalate to Management

If resolution is not achieved, submit the concern to your Manager

Include:

- A written summary of the issue
- All related evidence (screenshots, ad copies, emails, etc.)
- Documentation of attempted resolution (if any)

The **Broker of Record** or **Designated Manager** will review and determine if it meets the threshold for RECO involvement.

Step 4: Formal Complaint Submission to RECO

Only the **Broker of Record** or **Brokerage Manager** may file the complaint with RECO.

Required Documentation:

- Completed **RECO Advertising Complaint Form** or General Complaint Form
- Supporting evidence

- Proof of attempted internal resolution
- Identification of all involved parties (anonymous complaints are not accepted)

Submit to RECO via:

- Email: registration@reco.on.ca
- Online: www.reco.on.ca (Complaint Portal)

Step 5: Follow-Up

The Broker of Record will monitor and follow up on the complaint as needed.

Agents involved will be updated on:

- Whether the complaint was accepted
- RECO's request for additional information (if applicable)
- Any outcomes or feedback

Important Reminders:

- **Do not file frivolous or retaliatory complaints**—RECO may view this as abuse of process.
- All complaints must be based on **fact and regulation**, not personal disputes.
- RECO decisions are **independent and final**—Century 21 Heritage Group has no control over the outcome.

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