



STATE OF ARIZONA

DEPARTMENT OF REAL ESTATE

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This document may be obtained in alternative formats by calling (602) 468-1414 extension 100.

FOR DEPARTMENT USE ONLY

Log No. L _____

PAR No. P _____

Case No. C _____

COMPLAINT FORM INV-800

NOTICE OF JURISDICTION AND DEPARTMENT REQUIREMENTS

A.R.S. § 32-2108(A) requires that all complaints to the Department must be in writing, signed and notarized before a notary public. A.R.S. § 32-2108(B) provides the Department with jurisdiction to investigate complaints against all real estate licensees and against all persons engaged in real estate where a license is required.

The Department does NOT have jurisdiction in the following areas:

- Service & Warranty
Contract/Listing Disputes
Commission Disputes
Deposits/Refunds
Ethical/Performance Issues
Landlord/Tenant Disputes
Homeowner Association Issues
Unpaid Bills

Your remedies with respect to these matters may consist of obtaining private legal representation, bringing action in Superior Court, Justice Court or City Court. You may also seek remedies from private organizations to which a licensee may belong such as the Arizona Association of Realtors or a local Association of Realtors. Construction issues are under the jurisdiction of the Arizona Registrar of Contractors. Title company and escrow issues are under the jurisdiction of the State Banking Department and/or the Arizona Department of Insurance.

If, after a dispute has been settled by the appropriate tribunal and you have obtained a favorable finding or judgment, it may be appropriate for the Department of Real Estate to take administrative action based on the judgment if the issue is real-estate related and fraud or misrepresentation by the licensee has been established.

PLEASE PRINT IN BLACK INK OR USE A TYPEWRITER

Your name: [] Mr. [] Ms. First: _____ Middle Initial _____ Last _____

Address: (Street, city, state, ZIP) _____

Mailing Address: (Street, city, state, ZIP) _____

Home Telephone: _____ Work Telephone _____ e-mail: _____

I AM FILING A COMPLAINT AGAINST THE FOLLOWING PERSON:

Please provide all requested information. Please do not write "see attached."

[] Mr. [] Ms. First: _____ Middle Initial _____ Last _____

Company Name: _____

Designated Broker Name: _____

Address: (Street, city, state, ZIP) _____

Telephone Number: _____

CORROBORATING WITNESS

Please provide all requested information. Please do not write "see attached."

[] Mr. [] Ms. First: _____ Middle Initial _____ Last _____

Address: (Street, city, state, ZIP) _____

Mailing Address: (Street, city, state, ZIP) _____

Home Telephone: _____ Work Telephone _____ e-mail: _____

IF YOU HAVE ADDITIONAL WITNESSES, ENTER INFORMATION AT BEGINNING OF NARRATIVE ON A SEPARATE PAGE

GENERAL QUESTIONS

Have you discussed your complaint with any member of this Department? Yes No If yes, who? _____

What was that person's advice? _____

If you are currently represented by an attorney in this matter, what is the attorney's name? _____

Law firm: (Name, street, city, ZIP): _____

Are you currently involved in a lawsuit related to this complaint? Yes No If yes, attach a copy of the lawsuit.

Has any lawsuit relating to this complaint been dismissed or adjudicated? Yes No If yes, attach a copy of all documents.

Do you have a valid judgment against the person named in this complaint? Yes No If yes, attach a copy of the judgment.

Have you participated in binding arbitration regarding this complaint? Yes No If yes, attach a copy of the findings.

DETAILS OF YOUR COMPLAINT

Attach separate 8-1/2 by 11-inch sheets of paper as necessary. Please use this outline:

1. State *what* happened. Be specific. List events in chronological order. Was a document signed? Was a promise or representation made? If so, what was written or said? Use the actual words as closely as you can remember.

2. State *how* the act or conversation took place: By telephone? mail? fax? e-mail? in person?

3. State *where* the act or conversation took place: At your home? at a real estate office? in a title company office? while you were viewing the property?

4. State *when* the act or conversation occurred. If you cannot remember the exact time and date, try to remember whether it was near some special event or day. Be specific.

5. State *who* was present when the event occurred: Your spouse? a real estate broker or salesperson? both? a subdivider? an escrow officer? anyone else? If it was a telephone conversation, name all the people who took part in the conversation. Any person who saw the act or took part in the conversation could be an important witness.

WHAT HAPPENS NEXT?

Within approximately two weeks you will be notified that the Department has received this complaint. An investigator will contact you and discuss what can or cannot be done to help you. If you develop additional information or do not hear from anyone within 30 days, you may call the Investigations Division at 602-468-1414, extension 500, for further assistance. All complaints are reviewed by the Director of Investigations and assigned as appropriate. Cases are prioritized by individual investigators according to the severity of the issue, Department time-frame policies and

the protection of the public interest. Failure to provide any or all documents that support your position will delay the processing of your complaint. A.R.S. § 41-1011 states: "...The name of the complainant shall be public record unless...the release...may result in substantial harm to any person."

All complaints become a matter of public record when the review or investigation is concluded.

SIGN HERE IN THE PRESENCE OF A NOTARY PUBLIC

Under penalty of perjury, I swear that this complaint, consisting of _____ pages, is true and accurate to the best of my knowledge.

Your Signature

Subscribed and sworn to before me this _____ day of _____, 20____

Notary Public

My commission expires: _____