



**Illinois Department of Financial and Professional Regulation  
Division of Real Estate  
Community Association Manager Complaint**

**What we can do for you –**

The Division of Real Estate (DRE) will investigate complaints to determine if there has been unlawful or unprofessional conduct by a community association manager. The investigation process can be lengthy depending upon a variety of factors inside and outside of our control. All complaints, that are not anonymously submitted, are acknowledged in writing and you will be notified when DRE has closed the issue.

We will make every effort to keep your identity confidential during the investigation. However, the Prosecutions Unit may require your testimony in an administrative proceeding. You may be required to appear as a witness and be subject to cross-examination.

**What we cannot do for you –**

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees, award damages, or enforce contracts.
- We cannot order community association managers to return reserves or funds to your operating account.

**Please type or print legibly and clearly. You must retain a copy of this form for your records, no copies will be provided.**

**YOUR INFORMATION (COMPLAINANT)**

Name		Daytime Phone Number	
Company (if any)			
Address		Email Address	
City		State	Zip

I wish to remain anonymous and understand that an anonymous complaint must be supported by evidence, or it will be closed.

**CONTACT PERSON on behalf of the COMPLAINANT (indicate "Same" if the Contact is the Complainant)**

Contact's Name		Daytime Phone Number	
Contact's Address		Contact's Email Address	
City		State	Zip

**INFORMATION ABOUT THE COMMUNITY ASSOCIATION MANAGER**

Name of the Community Association Manager	License Number if Known
Address/Email Address/Phone Number of the Community Association Manager	Number of Units Association

Have you Contacted the Community Association Manager or applicable Profession about your Complaint?

NO     YES    *If YES, please complete the following:*

Date(s) of Contact	Person(s) Contacted

Please include the names of any Witnesses

Name of Witness	Address	Phone Number	Email

**IF YOU'VE SUBMITTED YOUR COMPLAINT TO ANOTHER AGENCY – PLEASE IDENTIFY**

AGENCY	Date Submitted

**INFORMATION and DOCUMENT CHECKLIST**

<input type="checkbox"/> Property Management Agreement	<input type="checkbox"/> General Ledgers
<input type="checkbox"/> Invoice(s)	<input type="checkbox"/> Reconciliations
<input type="checkbox"/> Monthly Statement	<input type="checkbox"/> Wages Paid to an Unlicensed CAM
<input type="checkbox"/> Other	

**DO NOT INCLUDE** personally identifiable information such as a social security number, bank account numbers, or driver's license numbers

**INFORMATION ABOUT YOUR COMPLAINT**

**Incident date(s):**

**CERTIFICATION**

I authorize the Illinois Department of Financial and Professional Regulation ("IDFPR"), following its initial review of my complaint, to contact, discuss and/or share my identity, my contact information, and my complaint with any other governmental agency that IDFPR determines may be able to help resolve my complaint while IDFPR investigates the complaint I have filed with IDFPR.

By signing below, I certify that the information provided on or with this form is true and correct to the best of my knowledge. I request that DRE conduct a review of my complaint. To assist with this review, I authorize any person or entity in connection with this complaint to provide relevant information.

**If not anonymously submitted, you will receive written acknowledgement of your complaint by email.**

Email complaint to: **[FPR.REcomplaint@illinois.gov](mailto:FPR.REcomplaint@illinois.gov)**

If submitting by mail, send to: Illinois Department of Financial and Professional Regulation  
Attn: Division of Real Estate – Complaints  
555 West Monroe Street – Fifth Floor  
Chicago, IL 60661

Signature \_\_\_\_\_ Date \_\_\_\_\_