

community association manager, or any other relevant documentation. DO NOT include personally identifiable information such as social security numbers, bank account numbers, or driver license numbers.

Please be advised of the following:

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees, award damages, or enforce or cancel contracts.
- We cannot order community association managers to return reserves or funds to your operating account.
- We can initiate disciplinary proceedings against the Community Association Management Professional's license.
- Community Association Management Professionals include community association managers and community association management firms.

## Complaints Against Auction Professionals

DRE will investigate complaints to determine if there has been unlawful or unprofessional conduct by an auction professional or an unlicensed person or entity. To ensure your complaint is properly reviewed please include appropriate relevant attachments with your complaint form such as copies of the auction contract, advertisements, auction or auction firm web page addresses, flyers, or any other relevant documentation. DO NOT include personally identifiable information such as social security numbers, bank account numbers, or driver license numbers.

Please be advised of the following:

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees, award damages, or enforce or cancel contracts.
- We cannot order auctioneers to compensate you for lost or damaged lots or items.
- We cannot change the outcome of an auction.

- We can initiate disciplinary proceedings against the Auction Professional's license.
- Auction Professionals include auctioneers, auction firms, and auction continuing education schools.

## Updates of Complaint Progress

Unless submitted anonymously, a complainant receives an acknowledgment letter indicating that the complaint was received and provides a complaint number the complainant must refer to in any subsequent correspondence or telephone call. Confidentiality laws prevent the Department from providing updates while the proceeding is pending or from disclosing the outcome if no discipline is taken.

## Professions/Occupations/Entities Regulated

Appraisal Management Companies  
Auction  
Community Association Management  
Home Inspection  
Real Estate Appraisal  
Real Estate Brokerage

### Enforcement, Complaints, and Investigations

555 West Monroe Street - Suite 500  
Chicago, Illinois 60661


General Assistance: 1-888-473-4858

[FPR.REComplaint@illinois.gov](mailto:FPR.REComplaint@illinois.gov)

[idfpr.illinois.gov](http://idfpr.illinois.gov)

TTY Line: 1-866-325-4949

**Disclaimer:** This document is for informational purposes only and is not legal advice. This document does not change any requirement of state or federal law. Please consult with your own attorney for legal advice.

Printed by the Authority of the State of Illinois  
IOCI 23-1160 0 copies 7-23 



State of Illinois  
Illinois Department of Financial  
and Professional Regulation

## Filing a Complaint



Division of  
Real Estate



**IDFPR**

Illinois Department of  
Financial and Professional Regulation

## How to File a Complaint Against a Licensee

If you wish to file a complaint against any individual or entity regulated by the Division of Real Estate (DRE), you may either use the Department's [online complaint portal](#) or complete [one of the appropriate DRE Complaint Intake Forms](#) and mail it with all attachments to the Division's Complaint Intake Unit in our Chicago office

555 West Monroe Street, Suite 500  
Chicago, Illinois 60661

When submitting a complaint, please be as detailed as possible and include all forms of personal contact information so that DRE can contact you if necessary. After a preliminary review by the complaint intake unit, complaints will either be promptly forwarded to a Division investigator or closed. If DRE ultimately finds that there has been unlawful activity, it can order various forms of discipline upon the license or unlicensed person or entity.

## Complaints Against Real Estate Professionals

DRE will investigate complaints to determine if there has been unlawful or unprofessional conduct by a real estate professional or an unlicensed person or entity. To ensure that your complaint is properly reviewed, please include relevant attachments with your complaint form such as copies of the listing agreement, purchase contract and riders, disclosures, MLS sheet, signed escrow release forms, contract cancellation forms, cancelled checks, leases, written correspondence, emails, texts, private messages, images, photos, advertisements, web addresses, business cards, or any other relevant documentation. **DO NOT** include personally identifiable information such as social security numbers, bank account numbers, or driver license numbers.

Please be advised of the following:

- We cannot provide legal advice or act as your attorney.

- We cannot order the refund of fees, award damages, or enforce or cancel contracts.
- We cannot mediate commission disputes.
- We can initiate disciplinary proceedings against the Real Estate Professional's license.
- Real Estate Professionals include brokers, managing brokers, residential leasing agents, student residential leasing agents, brokerage entities, real estate education providers, and real estate education instructors.

## Complaints Against Appraisers and Appraisal Management Companies

DRE will investigate complaints to determine if there has been unlawful or unprofessional conduct by a real estate appraiser professional, an appraisal management company, or an unlicensed person or entity. If your complaint is based upon an appraisal report, please provide the Department with a **full and complete copy of the appraisal report** with your complaint form or any other relevant documentation. If a full copy of the appraisal report is not received within ten (10) days of submission of your complaint form, your complaint may be closed, but can be refiled at a later date. **DO NOT** include personally identifiable information such as social security numbers, bank account numbers, or driver license numbers.

Please be advised of the following:

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees, award damages, or enforce or cancel contracts.
- We cannot order appraisers to change appraisals or values on appraisals.
- We cannot provide you with a new value or tell you if the appraiser's value is correct.
- We can initiate disciplinary proceedings against the Real Estate Appraiser Professional's license or the Appraisal Management Company.
- Real Estate Appraiser Professionals include certified general real estate appraisers, certified residential real estate appraisers, associate

real estate trainee appraisers, and appraisal education providers.

## Complaints Against Home Inspector Professionals

DRE will investigate complaints to determine if there has been unlawful or unprofessional conduct by a home inspector professional or unlicensed person or entity. To ensure your complaint is properly reviewed, please include appropriate relevant attachments with your complaint form such as copies of the home inspection report, advertisements, home inspector or home inspector entity web page addresses, flyers, photos, or any other relevant documentation. **DO NOT** include personally identifiable information such as social security numbers, bank account numbers, or driver license numbers.

Please be advised of the following:

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees, award damages, or enforce or cancel contracts.
- We cannot order home inspectors to compensate you for damaged items.
- We cannot change the outcome of a home inspection report.
- We can initiate disciplinary proceedings against the Home Inspector Professional's license.
- Home Inspection Professionals include home inspectors, home inspector entities, and home inspector education providers.

## Complaints Against Community Association Management Professionals

DRE will investigate complaints to determine if there has been unlawful or unprofessional conduct by a community association management professional or an unlicensed person or entity. To ensure your complaint is properly reviewed please include appropriate relevant attachments with your complaint form such as copies of the community association management agreement, general ledgers, invoices, reconciliations, monthly statements, wages paid to an unlicensed