



## Arizona Department of Real Estate (ADRE)

Investigations Division

[www.azre.gov](http://www.azre.gov)

100 North 15th Avenue, Suite 201, Phoenix, Arizona 85007

DOUGLAS A. DUCEY  
GOVERNOR

JUDY LOWE  
COMMISSIONER

### INVESTIGATION REQUEST/COMPLAINT (Form INV-800) INSTRUCTIONS

The Arizona Department of Real Estate ("Department"), under the direction of the Real Estate Commissioner, enforces Arizona's Real Estate laws, Title 32 Chapter 20 of the Arizona Revised Statutes (A.R.S.). Part of that responsibility is investigating complaints from individuals who believe a licensee of the Department violated this law and/or the Real Estate Commissioner's Rules in the Arizona Administrative Code (A.A.C.).

- ARS § 32-2108 requires that complaints filed with the Department be in writing and signed by the complainant. The complaint must allege conduct by a real estate licensee that violates Department laws and rules. Completing this form, signing it, and submitting it to the Investigations Division of the Department of Real Estate, triggers the investigative process.
- A.R.S. § 41-1010 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.
- Filing this Complaint Form does not stop you from pursuing mediation or civil action against a real estate professional that may have damaged you financially.

#### ETHICS COMPLAINTS

A complaint may also be filed with the Arizona Association of Realtors®. Approximately half of all real estate brokers and agents in Arizona are members of an association. Members of the Arizona Association of REALTORS® subscribe to a "Code of Ethics" which is a higher standard of professional conduct than that imposed by law. These associations conduct hearings on ethics complaints against their members.

The Department does not investigate violations of the "Code of Ethics", Homeowners Associations (HOA), CC&R, Landlord Tenant disputes, construction defects, Homeowner's Insurance, mortgage and title issues, earnest money disputes, and commission disputes between licensees.

#### DETAILS ABOUT YOUR COMPLAINT

- **PLEASE PRINT IN BLACK INK OR USE A COMPUTER/TYPEWRITER**
- Attach separate 8-1/2 by 11-inch sheets of paper as necessary.
- Submit the completed complaint form and supporting documents through the [ADRE Message Center](#) or by mail.
- A complaint cannot be investigated should sufficient information not be provided.
- Failure to provide any or all documents that support the claim could delay the processing of your complaint. Additional information may be submitted through the [ADRE Message Center](#) or by mail.
- After review and assignment, all cases will be prioritized according to the severity of the issue, Department time-frame policies and available resources.

**Complete the attached form. Please include the following information along with the completed form:**

1. Provide a **written statement** of who did what, what happened, when it happened, where it happened and how it happened. Who witnessed it? Be specific. List events in chronological order. Was a document signed? Was a promise or representation made? If so, what was written or verbal? Use the actual words as closely as can be remembered.
2. Provide a **complete copy of all supporting document(s)** as attachments. This includes contracts, closing documents, cancelled checks, receipts, title documents, letters, e-mails, etc.

#### Americans with Disabilities Act

The Department of Real Estate complies with American Disabilities Act. Persons with disabilities may request reasonable accommodations such as interpreters, alternative formats or assistance with physical disability. Requests for accommodations must be made with 72 hours prior notice. If you require special accommodations, please contact the Department at (602) 771-7767.



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Submit the completed complaint form and supporting documents through the [ADRE Message Center](#) or by mail.

#### TYPE OF COMPLAINT

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Failure to Disclose Information | <input type="checkbox"/> Illegal Subdivision     | <input type="checkbox"/> Illegal Advertising      |
| <input type="checkbox"/> Property Management             | <input type="checkbox"/> Public Report Violation | <input type="checkbox"/> Timeshare Violation      |
| <input type="checkbox"/> Cemetery Violation              | <input type="checkbox"/> Unlicensed Activity     | <input type="checkbox"/> Trust Account Violations |
| <input type="checkbox"/> Other (describe):               |  |   |

#### LEGAL ACTION

Does an attorney represent this matter? Yes <input type="checkbox"/> No <input type="checkbox"/>		Has a lawsuit been filed regarding this matter? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Attorney Name:		Law Firm:	
Address:		Suite:	City:
		State:	Zip Code:
Phone:	Fax:		Email address:

**THIS COMPLAINT IS AGAINST THE FOLLOWING PERSON** (Please provide all requested information in the spaces provided. Please "DO NOT" write "See Attached")

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	First Name:	MI:	Last Name:	ADRE Lic Number:
Address:			City:	State: Zip Code:
Phone:		Fax:	Email address:	
Entity Name:			Designated Broker Name:	
Address:			City:	State: Zip Code:
Phone:		Fax:	Email address:	

#### COMPLAINANT (YOUR NAME AND ADDRESS)

<input type="checkbox"/> Mr <input type="checkbox"/> Ms	First Name:	MI:	Last Name:
Address:		City:	State: Zip Code:
Home Phone:		Work Phone:	Email address:

#### CERTIFICATION (MUST BE SIGNED AND DATED)

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

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date: