


Filing a Complaint

If you feel there has been a violation of the Real Estate Licensing Act or TREC Rules you have a right to  [file a complaint](#).


TREC is limited to taking disciplinary action against those who are licensed and regulated by TREC. Commissioners and staff are prohibited from giving legal advice or opinions. If you need legal advice or want to recover money, please consult an attorney.

To file a complaint, complete ALL SECTIONS of the Complaint Form AND provide COMPLETE and LEGIBLE copies of all documentation relevant to the complaint, such as:

- Sales contract (front and back) - all pages and all accompanying forms and attachments
- Lease/rental agreement (front and back)
- Listing/management agreement (front and back)
- Disclosure statements (e.g. Information about Brokerage Services, Intermediary Relationship Notice, Seller's Disclosure Notice)
- Closing statement (HUD 1)
- Multiple listing service (MLS) printout
- Appraisals
- Inspection report
- Photographs
- Advertising
- Repair bills
- Receipts
- Canceled checks (front and back)
- Monthly statements
- Correspondence, including demand letters and e-mails
- Judgment/civil lawsuit documents (e.g. original petition, settlement documents)
- Other (describe)

DO NOT SEND ORIGINAL DOCUMENTS WITH COMPLAINT--SEND COPIES ONLY.

TEXAS LAW REQUIRES COMPLAINTS TO BE SIGNED. TREC WILL NOT ACCEPT OR PROCESS ANY UNSIGNED COMPLAINTS.

[Email](#), Mail or fax your signed complaint to TREC at the address listed on the  [complaint form](#). You will be notified by mail when your complaint has been received. If an investigation is opened, the person(s) against whom the complaint is filed will receive a copy of the complaint. After the investigation is concluded, staff will determine whether there is sufficient evidence to take disciplinary action. TREC makes every effort to process complaints in a timely manner; however, each complaint is different. It is important to allow TREC adequate time to fully investigate your complaint. **Disciplinary action can include:**

- a formal reprimand,
- the suspension or revocation of a license,
- payment of an administrative penalty,
- or other appropriate action.