



COLORADO

Department of
Regulatory Agencies

Division of Real Estate

The Complaint Process

[File a Complaint Here](#)

The Colorado Division of Real Estate licenses and regulates:

- real estate brokers;
- mortgage loan originators;
- appraisal management companies;
- appraisers; and
- community association managers and management companies.

The Division of Real Estate is charged with enforcing the professional standards of the license law. If you believe an individual licensed through the Division has violated the license law or regulatory rules, you have the ability to file a complaint regarding the actions of the licensee.

The only way to determine whether your concerns are potential license law matters is to file a complaint.

Reasons for filing a complaint

There are a variety of behaviors in which a real estate professional might engage that are disappointing or concerning to the consumer or the industry. However, not all concerning behaviors are addressed in the license law.

Allegations of behavior not addressed in the license law generally fall outside the jurisdiction of the Division of Real Estate. In those instances, the matter will likely have to be addressed through civil means such as mediation, arbitration, or litigation or through local law enforcement.

Contract usage & enforcement





- Interpretation and enforcement of contracts and forms are Civil matters that need to be addressed through appropriate Civil means.
- The Division of Real Estate is not able to enforce or interpret the language and usage of the Commission or Board approved contracts and forms.
- An attorney should be consulted related to matters of contract law or questions about how to best resolve Civil matters.

How to file a complaint ([Online File a Complaint Form](#))

Individuals wishing to file a complaint with the Division of Real Estate are strongly encourage to use the [online complaint process](#). Individuals who need to use paper complaint forms must contact the Division and request the form.

The following information will be required to file a complaint:

- The name of the person against whom you wish to file your complaint.
 - Although you can reference a brokerage or company in the body of your complaint, the Division investigates and disciplines individual licensees.
 - If the complaint is not on a licensed individual you can still provide a complaint following the process online.
- Any supporting documentation that substantiates your allegations.
 - You will have the ability to supply additional information throughout the investigative process, but the more information we have when initially reviewing your complaint, the easier we are able to determine our jurisdiction.
- [Filing an HOA complaint](#) The HOA Information and Resource Center and the Division of Real Estate does not have any investigative or enforcement capabilities to address your HOA complaint. [Read more](#)

Expectations, filing a complaint with the Division of Real Estate

- After completing the online license management complaint form, all complaints receive an initial evaluation to determine jurisdiction.
- Individuals will be contacted in 10 to 12 business days indicating if the complaint has been assigned to an investigator to be investigated or if the complaint was dismissed due to lack of jurisdiction over the complaint.





COLORADO

Department of
Regulatory Agencies

Division of Real Estate

- Contact the Division if you do not receive communications from us within 20 business days.

Outcomes

- Investigations may take 12 months or longer to complete depending on complexity.
- The licensing Board or Commission has the ability to discipline the licensee through a variety of sanctions. However, the consumer would need to pursue Civil means to seek financial remedy or compensation.

Division Resources

Calendar	Newsletters	HOA Resources	Program Position Statements
Program Rules	Real Estate Manual	Online License Management	Real Estate Contract & Forms

