

How to File a Complaint About RECA Staff or Services

As a regulator, our staff are often asked to make difficult decisions. We know some people will not agree with the result of investigations, disciplinary or sanction decisions, however, those processes are all guided by legislation, case law and best practices. Please refer to the legislation for details on [appealing those decisions](#).

Whether you're a real estate consumer or member of the sectors we regulate, it's important we deal with you in a professional, transparent and consistent manner. In the event you're unhappy or dissatisfied with an interaction with RECA staff or services, we want to hear from you so we continually improve the services we provide.

1. What can I complain about?

Complaints may only be made about the services you have received from RECA – such as the conduct of our staff, unreasonable delays in responding to your query, or failure to make reasonable adjustments where you have indicated that these are needed. We will not treat disagreement with the information that RECA has given you as a complaint.

The types of complaints this process can address include dispute over process, professionalism and partiality (NOTE: evidence of partiality is necessary; disagreeing with a decision as evidence of bias is not sufficient).

This process is not to settle disputes about discipline decisions. If you disagree with a discipline decision, a [defined appeal process is available](#).

2. How long do I have to make a complaint?

You have one year from the date of the incident to file a complaint under this process.

3. Who do I complain to?

We have a three-stage process for dealing with complaints about RECA staff or services. If you remain dissatisfied at any stage, you have the option of taking your complaint to the next stage.

Stage 1: Directly with Person

We encourage you to contact the person you dealt with and explain the basis of your complaint directly to them setting out exactly what you are complaining about. The person who dealt with your query in the first instance will often be in the best position to understand your situation and give you an explanation as to what has happened and what may be done to help. If you are not comfortable about reaching out to RECA staff, please go to Stage 2 or Stage 3.

Stage 2: CEO

If you are not satisfied with the outcome of Stage 1, email the CEO at ceo@reca.ca. Provide the details of your complaint. Include an explanation of why Stage 1 did not resolve your complaint. If your concern is about the CEO, approach him/her first. If you are not satisfied with the outcome, go to Stage 3.

Stage 3: Board

If your complaint is about the CEO or if you are not comfortable reaching out to staff, you may refer your complaint to the RECA Chair. Please contact the Chair at chair@reca.ab.ca. Provide details about the basis of your complaint, including, if applicable, an explanation of why the CEO's response did not resolve the matter.

4. What happens to my complaint?

Once you have made a complaint to RECA as outlined above, we aim to send you an acknowledgement within five working days. We will seriously consider your issues. Where we identify mistakes, we will acknowledge those mistakes and offer an appropriate remedy (e.g. an apology or reconsideration of your issue).

We expect to respond to most complaints within 20 working days of receiving them. The time taken to respond will vary depending on the urgency and complexity of the complaint. If we are unable to respond within 20 working days because, for example, the matters you raise require more detailed work, we will let you know.

Management will provide a report about complaints received to RECA's Governance and Human Resources Committee on a quarterly basis.