



STATE OF NEW MEXICO
REGULATION & LICENSING DEPARTMENT

Real Estate Commission
5200 Oakland Ave NE Suite B
Albuquerque, NM 87113

(505) 222-9820
1(800)-801-7505
505 222-9886 – FAX

The New Mexico Real Estate Commission enforces New Mexico's Real Estate License Laws and Commission Rules. Part of this responsibility is investigating complaints from individuals who believe a licensed New Mexico real estate broker has violated these laws and/or the Commission Rules.

The commission requires complaints filed with the Commission be in writing, signed and notarized. Completing this form, signing it, and submitting it to the Enforcement Division of the Real Estate Commission, initiates the investigative process.

Filing this Complaint Form does not stop you from pursuing mediation or civil action against a real estate professional who may have damaged you financially. The Commission's Investigators are available to discuss your complaint and are a good resource to help you identify other possible avenues of recourse.

Withdrawal of a complaint does not bind the commission to dismiss the complaint and cease the investigation.

DETAILS ABOUT YOUR COMPLAINT

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? The commission does not investigate complaints concerning verbal matters.

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.

Failure to provide any or all documents that support your position could delay the processing of your complaint.

If you develop additional information you may call the Enforcement Division at (505) 222-9880 for assistance.

The Chief Investigator reviews all complaints to determine if a violation of real estate law or commission rules has occurred. If there is a suspected violation it is assigned to an investigator for investigation. Investigations are conducted on a first come first served basis. If after reviewing a complaint it is determined there are no violations of the Real Estate License Laws or Commission Rules the complaint is sent back to the complainant with a letter explaining why it is not a violation and an agency name and telephone number if the matter is under the jurisdiction of another New Mexico state agency.

COMPLAINT LOG # _____

CASE# _____

NEW MEXICO REAL ESTATE COMMISSION COMPLAINT FORM

Type of Complaint

| | | | | | |
|--|---------------------|--|--------------------------|--|-------------|
| | Failure to Disclose | | Misrepresentation | | Advertising |
| | Property Management | | Trust Account Violations | | Timeshare |
| | Unlicensed Activity | | Other: | | |

COMPLAINANT'S INFORMATION

| | | | | | |
|--------------------|--|--------------------|--|--------------------|--|
| NAME: | | | | | |
| ADDRESS: | | | | | |
| CITY: | | STATE: | | ZIP: | |
| HOME PHONE: | | WORK PHONE: | | CELL PHONE: | |

COMPLAINT AGAINST (RESPONDENT)

| | | | | | |
|--------------------------|--|------------------------|--|-------------|--|
| NAME: | | | | | |
| BUSINESS NAME: | | BUSINESS PHONE: | | | |
| BUSINESS ADDRESS: | | | | | |
| CITY: | | STATE: | | ZIP: | |

STATEMENT OF FACTS

(Attach additional pages if necessary)

COMPLAINT LOG # _____

CASE# _____

ADDITIONAL PAGE FOR COMPLAINT STATEMENT

(REMEMBER TO SUBMIT ALL DOCUMENTATION CONCERNING THE COMPLAINT!)

COMPLAINT LOG # _____

CASE# _____

| LEGAL ACTION | | | | |
|---|------------|-------------|-----------|--|
| Are you represented by an attorney in this matter? | YES | | NO | |
| Attorney's Name: | | | | |
| Address: | | | | |
| City & State | | Zip: | | |
| Has a lawsuit been filed concerning this matter? | YES | | NO | |

NOTARY

I swear/affirm the information I provided in this statement is true and complete to the best of my knowledge.

SIGNATURE OF COMPLAINANT: _____ **DATE:** _____

STATE OF: _____

COUNTY OF: _____

Subscribed and sworn before me on this _____ day of _____, 200__

NOTARY PUBLIC: _____
COMMISSION EXPIRES ON: _____

Mail Completed Form & Attachments to:

**New Mexico Real Estate Commission
Enforcement Division
5200 Oakland Ave NE Suite B
Albuquerque, New Mexico 87113**