

Resolved Complaints

Under certain circumstances, the Registrar may attempt to resolve a complaint between the parties. RECO does not have the authority to impose a resolution to monetary or contractual disputes, or to assess or award damages. Any exchange of money mentioned in the following summaries was agreed upon voluntarily by the complainant and respondent.

Complainant: Seller's Representative
Respondent: Buyer's Representative
Date of Release: February 12, 2018

Summary:

- The buyer's representative missed a showing appointment without notifying the listing brokerage.

Agreement:

- The buyer's representative apologized to the sellers, via the seller's representative.

Complainant: Buyer
Respondent: Buyer's Representative
Date of Release: February 22, 2018

Summary:

- The buyer's representative promised the buyer a commission rebate, but later refused to pay it.

Agreement:

- The buyer's representative paid the commission rebate as agreed.