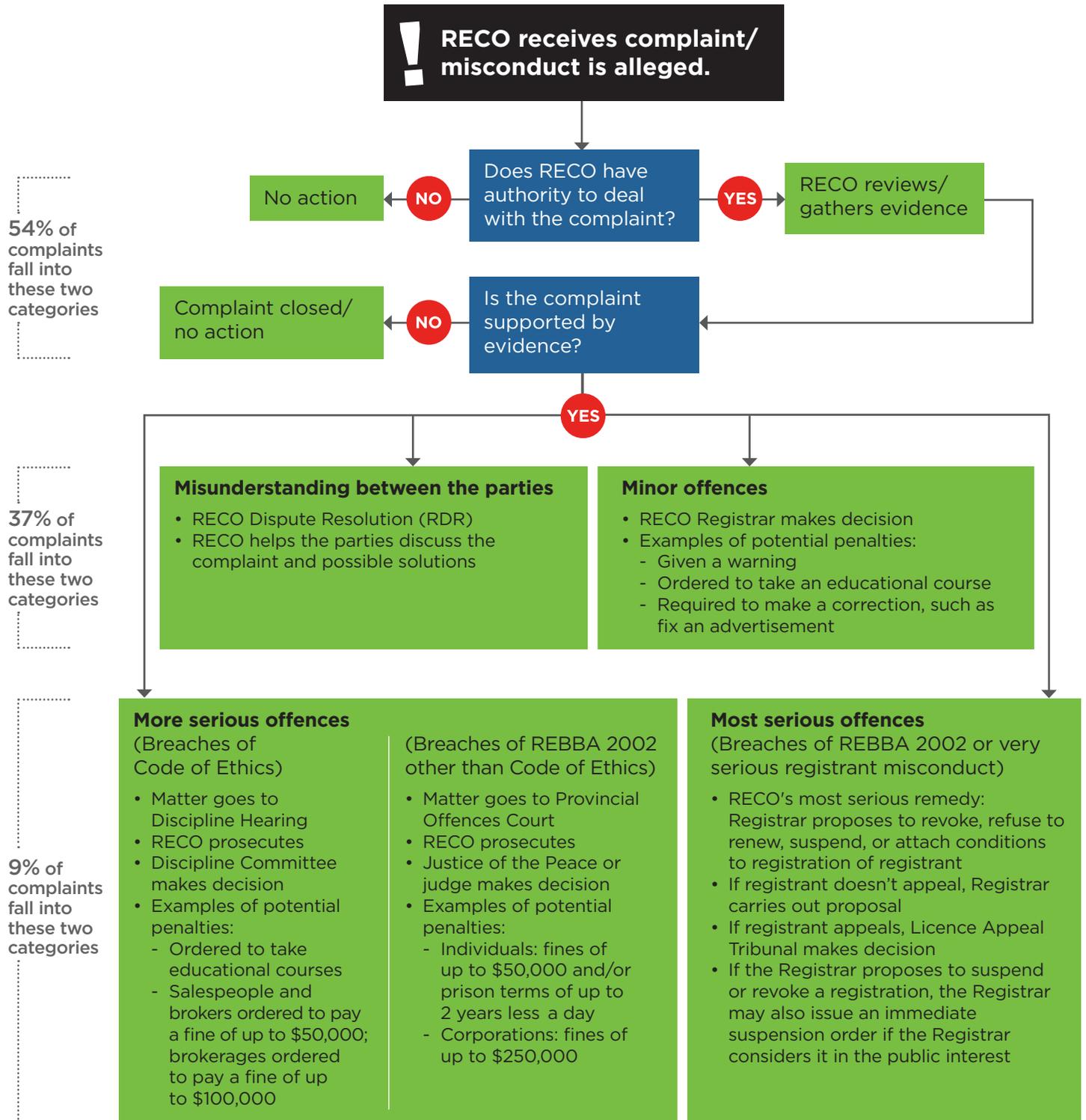


Discipline Paths and Outcomes

Real estate professionals (often called “agents”) in Ontario must follow the *Real Estate and Business Brokers Act, 2002* (REBBA 2002) including a Code of Ethics. If they breach these rules, there are various discipline paths and outcomes, depending on the severity of the offence.



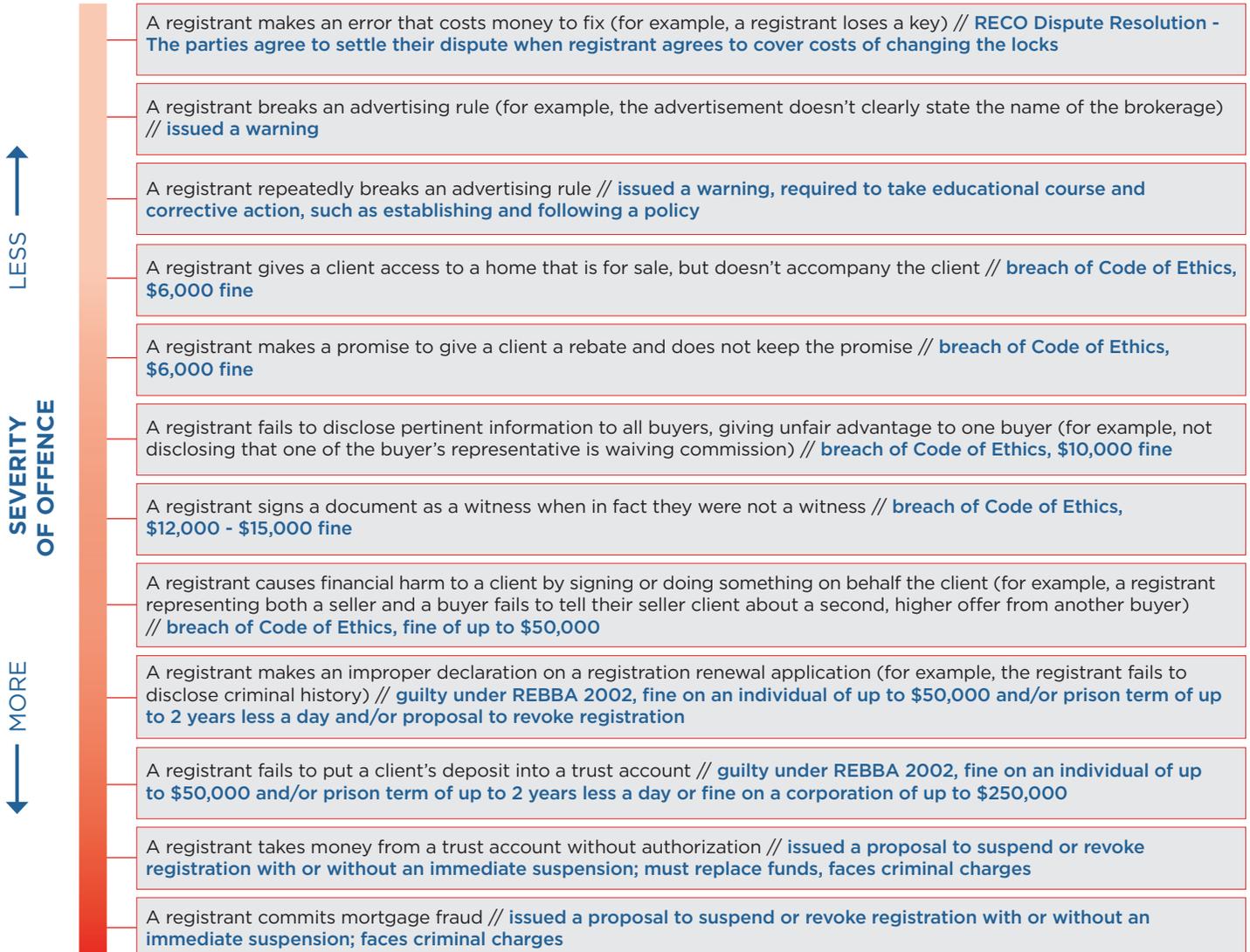
54% of complaints fall into these two categories

37% of complaints fall into these two categories

9% of complaints fall into these two categories

Examples of typical offences—from minor to serious*

RECO receives more than 2,000 complaints annually. Every case is unique and there are many potential outcomes. This chart is a snapshot of the kinds of infractions we see and possible outcomes that may result.



Repeat offenders

RECO recognizes that some infractions are honest mistakes. However, if the same infraction—like breaking an advertising rule—is made repeatedly, something more serious is happening. Hence, we take a progressive discipline approach. For example:

1st offence

Warning. Must correct the problem.

2nd offence

Warning + Course. Must correct the problem. Must take the RECO MCE Advertising Compliance Course (\$225 + HST).

3rd offence

Discipline hearing. A potential fine of up to \$50,000 for the broker of record and/or up to \$50,000 for a sales representative.

*This is not a legal document. It is intended for consumer education. As such, it is not binding and the information and examples are illustrative only. There are many variations of offences, discipline paths and outcomes for each breach of REBBA 2002 and the Code of Ethics—not every possibility is captured here. Phrases like “minor offence” and “serious offence” are used for clarity and simplicity—RECO treats all complaints and offences seriously.