

# 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.

<b>Complainant:</b>	<b>Unsuccessful Buyer's Representative</b>
<b>Respondent :</b>	<b>Seller's Representative</b>
<b>Date of Release:</b>	January 22, 2018

## Summary:

- A buyer's sales representative submitted an offer, but was not advised in writing that the listing brokerage had also submitted an offer.
- The offer submitted by the listing brokerage was accepted.
- The seller's representative stated they were not aware they had an obligation to disclose if a registrant from the same brokerage (other than the listing representative) submitted an offer for the property.

## Agreement:

- The seller's representative provided a written apology to the buyer's representative.