

# 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:** Buyer  
**Respondent:** Seller's Representative  
**Date of Release:** June 13, 2018

## Summary:

- A buyer submitted an offer for the subject property through their representative.
- The property was being sold by a bank under power of sale.
- The buyer alleged that the seller's representative caused unnecessary delays in the offer process.
- The delays appeared to be caused by the bank as they needed more time to consider the offers. The offer process appeared to have been handled appropriately by the respondent.
- No irregularities were identified in the transaction.

## Agreement:

- The buyer accepted the seller's representative's letter of apology.

**Complainant:** Seller  
**Respondent:** Seller's Representative  
**Date of Release:** June 22, 2018

## Summary:

- The seller did not feel that their representative was respectful in their interactions and did not explain the selling process adequately.
- Unhappy with the services provided by their representative, the seller wanted to cancel the listing.

## Agreement:

- The seller's representative provided a letter of apology to the seller, acknowledging that communication between the two should have been conducted more frequently

and clearly and that better care should have been given to ensure that the seller felt respected and informed.

**Complainant:** Buyer and Buyer's Representative  
**Respondent:** Seller's Representative  
**Date of Release:** June 27, 2018

**Summary:**

- The seller's representative was present at the property at the time the buyer and the buyer's representative were viewing the subject property.
- The seller's representative was unnecessarily rude to both individuals.

**Agreement:**

- The seller's representative apologized.

**Complainant:** Seller's Representative  
**Respondent:** Buyer's Representative  
**Date of Release:** June 28, 2018

**Summary:**

- The respondent sent interested buyers to view the property without making an appointment with the listing brokerage.
- The respondent also advertised the property without permission of the listing brokerage and/or the seller.

**Agreement:**

- The respondent provided an apology to the seller's representative.