



HOW TO FILE A COMPLAINT

Instructions and Information

These instructions are for informational purposes only and do not constitute legal advice or substitute for the provisions of any statute, rule, or regulation.

Anyone can file a complaint with the Louisiana Real Estate Commission (LREC). When you file a complaint, you, as the complainant, may be initiating an enforcement action before the LREC.

As a complainant, you assume the responsibility for proving to the LREC that the subject of your complaint, the respondent, has committed a violation of the Louisiana Real Estate License Law (the law) or the Commission Rules and Regulations (the rules). Charges of misconduct must be supported by the facts.

If the LREC finds that a complaint is neither duplicative nor frivolous, and there is probable cause to believe that a violation of the law and rules has occurred, the complaint will be accepted for investigation. Both the complainant and the respondent can expect a fair and impartial investigation. If it is determined within an investigation that misconduct has occurred, the LREC hearing officer will contact the necessary parties to schedule an adjudicatory hearing.

The LREC cannot provide legal advice. If the LREC accepts a complaint, you may be asked to provide additional documentation. In the event of a hearing, you may be required to provide sworn testimony to prove that the respondent has committed the violation or violations alleged in your complaint.

LREC employees cannot prepare documentation for you or speak on your behalf; however, nothing precludes you, or the respondent, from seeking legal representation, at your own cost.

The LREC is not required to investigate the allegations made in your complaint, if it is readily apparent that a violation of the law and rules has not occurred. The LREC cannot investigate, or otherwise become involved, in circumstances that are not within its legal jurisdiction.

The protection of the public is paramount in considering every complaint filed. Complaints are not dismissed lightly, nor are they adjudicated without justification. Contact the Investigative Division for questions or additional information about the complaint and investigation process.