



**Illinois Department of Financial and Professional Regulation
Division of Real Estate
Community Association Manager and
Community Association Management Firm Complaint**

What we can do for you –

The Division of Real Estate (DRE) will investigate complaints to determine if there has been unlawful or unprofessional conduct by a community association manager (CAM). The investigation process can be lengthy depending upon a variety of factors inside and outside of our control. All complaints, that are not anonymously submitted, are acknowledged in writing and you will be notified when DRE has closed the issue.

We will make every effort to keep your identity confidential during the investigation. However, the Prosecutions Unit may require your cooperation or testimony in an administrative proceeding. You may be required to appear as a witness and be subject to cross-examination.

What we cannot do for you –

- We cannot provide legal advice or act as your attorney.
- We cannot order the refund of fees or fines, award damages, or enforce contracts.
- We cannot order community association managers or management firms to return reserves or any other funds to your personal or operating account.

Before proceeding, please be advised that we do NOT regulate and cannot process a complaint against a condominium association, a townhome association, or their respective board or board members. Our legal authority extends only to Community Association Managers and their firms that are hired by homeowner associations. For further clarification on this issue, please seek appropriate legal counsel.

Please type or print legibly and clearly. You must retain a copy of this form for your records, as no copies will be provided.

YOUR INFORMATION (COMPLAINANT)

Name	Daytime Phone Number	Email Address
Company (if any)		
Address/City/State/Zip Code		

I wish to remain anonymous and understand that an anonymous complaint must be supported by evidence, or it will be closed.

CONTACT PERSON on behalf of the COMPLAINANT (indicate "Same" if the Contact is the Complainant)

Contact's Name	Daytime Phone Number	
Contact's Address	Contact's Email Address	
City	State	Zip

INFORMATION ABOUT THE COMMUNITY ASSOCIATION MANAGER

Name	License Number (if known)	Email Address
Address	Phone Number	Name of Community Association Managed

INFORMATION ABOUT THE COMMUNITY ASSOCIATION MANAGEMENT FIRM

Name	Phone Number	Name of Community Association Managed	
Address	Email Address	Number of Residential Units	

Have you contacted the Community Association Manager or Management Firm about your complaint?

NO YES *If YES, please complete the following:*

Date(s) of Contact	Person(s) Contacted

Please include the names of any **Witnesses**

Name of Witness	Address	Phone Number	Email

IF YOU'VE SUBMITTED YOUR COMPLAINT TO ANOTHER AGENCY PLEASE IDENTIFY

AGENCY	Date Submitted

INFORMATION and SUPPORTING DOCUMENTS (if applicable)

<input type="checkbox"/>	Agreement Between CAM or CAM firm and Community Association	<input type="checkbox"/>	General Ledgers
<input type="checkbox"/>	Invoice(s)	<input type="checkbox"/>	Reconciliations
<input type="checkbox"/>	Bank or Other Financial Statement(s)	<input type="checkbox"/>	Compensation Paid to an Unlicensed CAM or CAM Firm
	Vendor Contracts		Other

DO NOT INCLUDE personally identifiable information such as a social security number, bank account numbers, or driver's license numbers

INFORMATION ABOUT YOUR COMPLAINT

Incident date(s):

CERTIFICATION

I authorize the Illinois Department of Financial and Professional Regulation ("IDFPR"), following its initial review of my complaint, to contact, discuss and/or share my identity, my contact information, and my complaint with any other governmental agency that IDFPR determines may be able to help resolve my complaint while IDFPR investigates the complaint I have filed with IDFPR.

By signing below, I certify that the information provided on or with this form is true and correct to the best of my knowledge. I request that DRE conduct a review of my complaint. To assist with this review, I authorize any person or entity in connection with this complaint to provide relevant information.

If not anonymously submitted, you will receive written acknowledgement of your complaint by email.

Email complaint to: **FPR.REcomplaint@illinois.gov**

If submitting by mail, send to: Illinois Department of Financial and Professional Regulation
Attn: Division of Real Estate – Complaints
555 West Monroe Street – Fifth Floor
Chicago, IL 60661

Signature _____ Date _____