



Illinois Department of Financial and Professional Regulation

Division of Real Estate

Home Inspector 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 home inspector. 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 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, award damages, or enforce contracts.
- We cannot order home inspectors to compensate you for damaged items.
- We cannot change the outcome of a home inspection report.

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

YOUR INFORMATION (COMPLAINANT)

| | | | |
|------------------|--|----------------------|-----|
| Name | | Daytime Phone Number | |
| Company (if any) | | | |
| Address | | Email Address | |
| City | | State | Zip |

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 HOME INSPECTOR

| | | | |
|--|--|-----------------------------|--|
| Name of the Home Inspector | | License Number if Known | |
| Address, Email Address, and Phone Number of the Home Inspector | | Date of the Home Inspection | |

Have you Contacted the Home Inspector or applicable Profession 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 |
|-----------------|---------|--------------|
| | | |
| | | |
| | | |

On the following page, please describe your complaint.

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

| AGENCY | Date Submitted |
|--------|----------------|
| | |

INFORMATION ABOUT YOUR COMPLAINT

Incident date(s):

INFORMATION and DOCUMENT CHECKLIST

| | |
|--|--|
| | PDF Copy of the <u>Home Inspection</u> |
| | Copy of supporting documentation (<u>Pre-inspection report</u> , advertisements, home inspector web page addresses, flyers, photos, etc.) |
| | Other |

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

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 _____