

may also download a complaint form online at <https://idfpr.illinois.gov/admin/dre/drecomplaint.html>.

Complainants will receive a letter confirming the receipt of a complaint.

### Division of Real Estate Professions

- Appraisal Management Companies
- Auction
- Community Association Management
- Home Inspection
- Real Estate Appraisal
- Real Estate Brokerage

### Contact Information

Visit our website at:

<https://idfpr.illinois.gov/dre.html>

or contact the Division by phone/email:

### Phone Numbers

All Inquiries: 1-888-473-4858

Professional Licensing: 1-800-560-6420

General Assistance (Springfield): 217-785-0820

General Assistance (Chicago): 312-814-4500

Fax (Springfield): 217-782-3390

TTY: 1-866-325-4949

### Email Addresses

Complaint Intake Unit:

[FPR.REComplaint@illinois.gov](mailto:FPR.REComplaint@illinois.gov)

General Real Estate Questions:

[FPR.RealEstate@illinois.gov](mailto:FPR.RealEstate@illinois.gov)

Real Estate Education Questions:

[FPR.RealEstateEducation@illinois.gov](mailto:FPR.RealEstateEducation@illinois.gov)

Division of Real Estate Information Available on the Website - <https://idfpr.illinois.gov/dre.html>

- License Look-up: Allows someone to look up an individual or entity holding a professional license, either by name or license number.
- Bulk License Look-up: Allows businesses to look up multiple licenses at one time.
- CE Look-up: Verify CE credits recorded for your current renewal period
- File a Complaint
- Renewals: Information for professionals who are renewing a license.
- Download licensure application forms and examination candidate handbooks
- Acts and Rules
- Boards and Committees
- Update Contact Information
- Communications and Publications
- Print Your License
- Monthly Disciplinary Reports

#### Licensing and Education

320 West Washington Street, 3rd Floor  
Springfield, Illinois 62786

Professional Licensing: 1-800-560-6420

#### Enforcement, Complaints, and Investigations

555 West Monroe Street - Suite 500  
Chicago, Illinois 60661


Complaint Intake Unit: 312-793-8724

General Assistance: 1-888-473-4858

<https://idfpr.illinois.gov/dre.html>

TTY Line: 1-866-325-4949

**Disclaimer:** This document is for informational purposes only and is not legal advice. This document does not change any requirement of state or federal law. Please consult with your own attorney for legal advice.

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State of Illinois  
Illinois Department of Financial and  
Professional Regulation

## Division of Real Estate



**IDFPR**

Illinois Department of  
Financial and Professional Regulation

## Mission Statement

The mission of the Division of Real Estate - Illinois Department of Financial and Professional Regulation is to serve, safeguard, and promote the public welfare by ensuring that qualifications and standards for licensed real estate related professions are properly evaluated, uniformly applied, and systematically enforced. We strive to provide efficient service through effective communication and transparency in operations, while maintaining a commitment to excellence with both consumers and the industry.

## Department Overview

The Department of Registration and Education was established on July 1, 1917 and was the original state agency with the authority to regulate real estate professions. Through time, the Department's name and regulatory authority evolved; on March 31, 2004, a gubernatorial Executive Order created the Department of Financial and Professional Regulation. On March 31, 2014, the Division of Real Estate was created within the Department by another gubernatorial Executive Order to exclusively regulate licensed real estate professionals.

## Licensing and Education

The Licensing and Education Section, headquartered in Springfield, oversees the issuance of licenses to individuals who are determined to be qualified to practice in their chosen field. The Section also maintains licensing records and oversees the renewal

of licenses. Inquiries regarding licensure requirements or the status of a pending application should be directed to our call center at (800) 560-6420.

## Enforcement Unit

The Division of Real Estate's Enforcement Unit is headquartered in Chicago. It ensures that state laws governing the conduct and practices of real estate professionals across Illinois are upheld. The Unit, which consists of the Investigations Section and Prosecutions Section, conducts compliance examinations, investigates allegations made against licensed professionals, and prosecutes those cases that indicate a violation of law has occurred.

In an effort to increase the awareness of, and compliance with, the Illinois Real Estate License Act of 2000 and Administrative Rules, the State of Illinois developed a Real Estate Examination Program. The purpose of this program is to ascertain compliance with the Act and Rules by Illinois real estate sponsoring brokers. The examinations are conducted by the Division's Real Estate Examiner. In addition, the Division employs a team of professional investigators to gather evidence and verify consumer complaints. Finally, the Division maintains a prosecutorial staff to bring Department complaints before an Administrative Law Judge.

The Division of Real Estate is legislatively mandated to administer and enforce the legislative acts that regulate the conduct of real estate related professions regulated by the Division. Those legislative acts include:

Auction License Act (225 ILCS 407)

Appraisal Management Company Registration Act (225 ILCS 407)

Community Association Manager Licensing and Disciplinary Act (225 ILCS 427)

Home Inspector License Act (225 ILCS 441)

Real Estate Appraiser Licensing Act of 2002 (225 ILCS 458)

Real Estate License Act of 2000 (225 ILCS 454)

## Boards and Committees

Serving in advisory roles to the Division, four different boards and committees assist in the administration and enforcement of Illinois laws governing licensed real estate professionals. The boards and committees help establish standards and rules for the implementation and enforcement of licensing and education, review case files, and recommend disciplinary action to the Department.

The Division's Boards include:

- Real Estate Administration and Disciplinary Board
- Real Estate Appraisal Administration and Disciplinary Board
- Auction Advisory Board
- Community Association Manager Licensing and Disciplinary Board

## How to File a Complaint

You may file a complaint against any individual or entity regulated by the Division of Real Estate by calling the Complaint Intake Unit at our Chicago office at (312) 793-8724. You