

**STATE OF ALASKA
DEPARTMENT OF COMMUNITY COMMERCE AND ECONOMIC
DEVELOPMENT
DIVISION OF OCCUPATIONAL LICENSING**

Alaska Real Estate Commission
Division of Occupational Licensing
550 W. 7th Avenue, Suite 1500
Anchorage, AK 99501-3567

General Information about License Complaints

PLEASE NOTE: The Alaska Real Estate Commission does not have the powers of a Court and cannot enforce, interpret, modify, rescind or cancel contracts, or order the return of deposits or other money. The Commission does not have jurisdiction over issues covered in the Landlord Tenant Act. If you have this kind of problem or complaint, you should contact an attorney. The Alaska Real Estate Commission cannot provide legal advice or services. In investigating your complaint, the question we must consider is: "Presuming that your allegations are true, is there a violation of real estate license law?"

Once filed, the investigative staff evaluates a complaint and assigns a priority, based upon the severity of the alleged violation(s), the prospect of continued harm to the public, available resources and several other criteria. The licensees who were involved in the transaction are then contacted for their responses to the allegations in your complaint. When all responses have been received, the complaint is reevaluated and recommended for closure or further investigation.

All open license investigations are confidential. Information from closed investigation is subject for review under the Freedom of Information Act. Though licensees must respond to a Commission request to explain a transaction, copies of your complaint are not provided to the licensees involved and their responses are not provided to the person (s) who filed the complaint.

Not all license complaints result in license action. Investigation of a complaint is the decision of the Division. If the complaint is taken to hearing, you will be a witness in the case, and may be asked for additional information. If your complaint is closed without action, it does not mean that it was ignored or forgotten, but that there is insufficient evidence to take to a hearing. Closed cases can be reopened if additional evidence is found or if other complaints are filed against the same licensee. In such an event, the closed case can be reopened and included with any new complaint (s). This allows a stronger case to be built when needed, yet avoids the continual drain on administrative resources of tracking a large inventory of open cases.

The length of time that is required to investigate, schedule, and conduct a hearing for a given complaint varies according to the complexity of the issues and the work load of the Division, including the number of complaints on hand at the time of filing. Processing time of 12 to 18 months are not unknown for complex cases, though we attempt to resolve complaints within six months of the filing date.

Often what seems to be a violation is only a misunderstanding that is due to poor communication. You may be able to resolve the matter through renewed communication efforts. We suggest that you discuss the situation with the broker (s) involved before filing a complaint.

