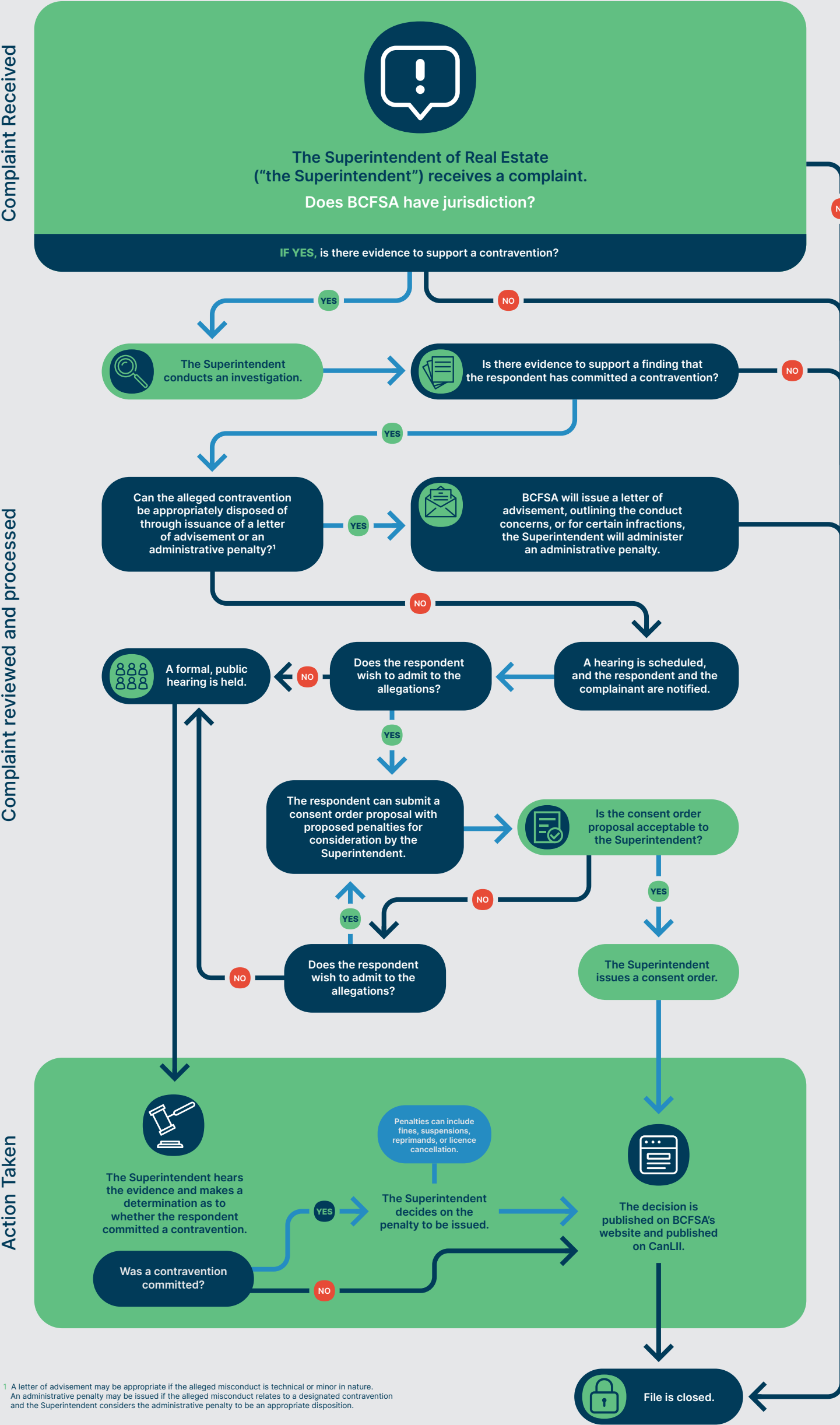


# How Complaints under the *Real Estate Services Act* Are Handled



<sup>1</sup> A letter of advisement may be appropriate if the alleged misconduct is technical or minor in nature. An administrative penalty may be issued if the alleged misconduct relates to a designated contravention and the Superintendent considers the administrative penalty to be an appropriate disposition.