

**Response to "What is CEA's role in investigations?"
– TODAY Voices online, 30 Jul 2012**

23 Aug 2012

Dear Editor

We refer to the online letter "What is CEA's role in investigations?" (July 30). We appreciate this opportunity to clarify our complaint management process.

2 When a complaint against a salesperson is received, the Council for Estate Agencies (CEA) will require the estate agent responsible for the salesperson to investigate and submit a report to the CEA within 14 days. The CEA will evaluate the report, conduct further checks and investigations to gather and establish facts, before assessing if the case warrants further action. The CEA may then initiate disciplinary action against the salesperson, if the complaint is substantiated.

3 The estate agent's involvement in this process is necessary to ensure fairness for both the complainant and the salesperson. As the agent is responsible for supervising all its registered salespersons, it has an active role to play in handling complaints. This complaint management process is in the Estate Agents (Estate Agency Work) Regulations.

4 The timeframe to conclude a case depends on its complexity and the amount of investigative work required. The CEA has looked into the writer's complaint and has informed him of the outcome.

5 As the regulator for the real estate industry, the CEA is committed to uphold professionalism in the industry and safeguard consumer interests. Through this systematic process of involving stakeholders - estate agents, salespersons, consumers and the CEA - complaints can be handled objectively based on the evidence.

Yeap Soon Teck
Deputy Director (Licensing)
Council for Estate Agencies