

**Response to “Estate agency watchdog should take pre-emptive approach to complaints”**  
**– ST Forum online, 17 Apr 2013**

4 May 2013

Dear Editor

The Council for Estate Agencies looks into and investigates complaints of misconduct involving real estate salespersons. These include contravention of the Estate Agents Act, its regulations and codes, such as the Code of Ethics and Professional Client Care, and the Practice Guidelines.

2 There are various channels for the public to lodge complaints and feedback with us, such as through our customer service counters, website, hotline, e-mail, fax and letters.

3 We have received complaints of various natures on unethical estate agents and salespersons through the complaint form on our website. The complaint form is designed to facilitate the complainant in relaying details of an incident, hence the request to provide supporting documents, which help in the assessment and evaluation of a complaint. The signed prescribed estate agency agreement cited by Mr Loh is an example of such a document.

4 When filing a complaint, the complainant is required to provide his personal details, which, among other things, are vital to enable further liaising, for example, on issues that arise in the course of investigation.

5 Furthermore, when a case involves prosecution or disciplinary action, there may be a need for the evidence of the complainant, who may then be required to attend as a witness. Otherwise, it may be difficult to substantiate the allegation, especially if there is no witness present and the complainant wishes to remain anonymous.

6 Nonetheless, if the complainant prefers not to provide his personal details, we will assess the anonymous complaint and where there is sufficient information provided, we can carry out investigations on a case-by-case basis.

7 Mr Loh may call our hotline on 1800-643-2555 if he has any further questions or feedback.

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