

In the spirit of transparency, the Division of Real Estate (DRE) for the Illinois Department of Financial and Professional Regulation (IDFPR) is sending you the current Enforcement Flow Chart that illustrates the disciplinary process for your profession. You will see step by step how the process works and who is involved.

## Frequently Asked Questions (FAQs)



### **How do I file a complaint?**

You may file a complaint online via this [link](#).

### **How do I know if a complaint was filed against me?**

If a complaint is filed against you, a case may be opened and someone from the DRE may reach out to you directly for more information.

### **How do I check on the status of the complaint I filed?**

You may email the DRE at [FPR.REcomplaint@illinois.gov](mailto:FPR.REcomplaint@illinois.gov) to check on the status of your complaint.

### **How do I check on the status of a complaint filed against me?**

You may email the DRE at [FPR.REcomplaint@illinois.gov](mailto:FPR.REcomplaint@illinois.gov) to check the status of a complaint made against you.

### **What information can IDFPR give me?**

Illinois law requires IDFPR to maintain all information it collects in the course of an investigation for IDFPR's confidential use and prohibits disclosure of that information.

IDFPR cannot provide complainants with any details concerning an investigation, but can advise as to whether the investigation remains open.

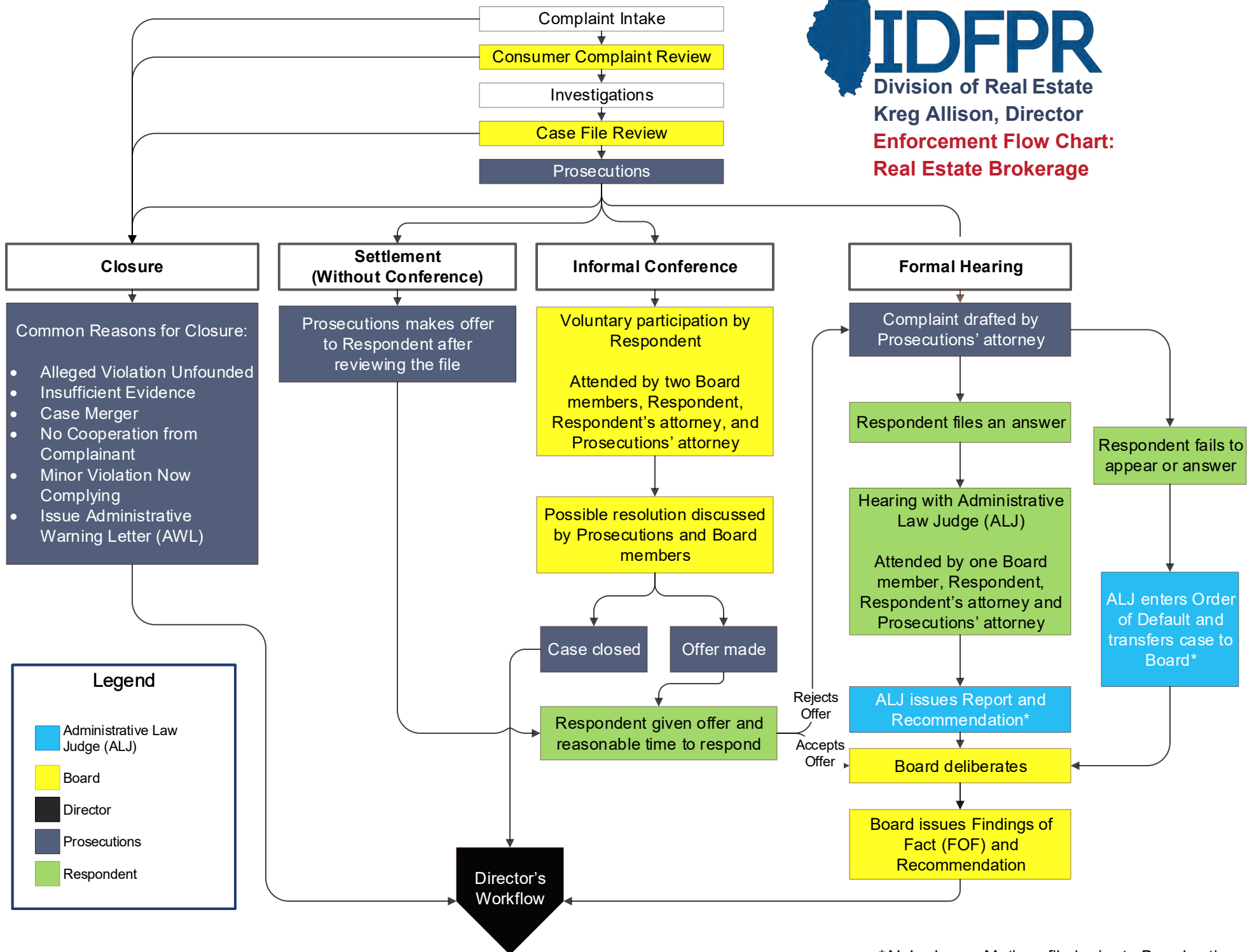
Both complainant and respondent, who is typically a licensee but may be an unlicensed individual, will receive a letter from IDFPR when an investigation into a complaint is closed.



Division of Real Estate

Kreg Allison, Director

**Enforcement Flow Chart:  
Real Estate Brokerage**



**Legend**

- Administrative Law Judge (ALJ)
- Board
- Director
- Prosecutions
- Respondent

