CONSUMER GUIDES

Complaint template for a real estate brokerage

Record facts, evidence and the outcome requested; use channels that provide proof of delivery.

What matters

• To: [brokerage legal name / AMI]. From: [name and contact]. Subject: Complaint concerning [property/agreement] dated [date].

• Dear Sir/Madam: On [date], [objective event] occurred. On [date], I informed [person and channel]. I attach [agreements, adverts, messages and receipts] supporting this complaint.

• I request [specific remedy, explanation or response] in writing by [reasonable date]. Please provide a reference number and preserve relevant records.

• If you believe brokerage law was breached, you may complain to IMPIC with supporting documents; IMPIC supervises but does not award damages or order repayment.

• The official Complaints Book is another channel. For financial redress, seek advice on alternative dispute resolution or court. Mention APMLS only if a published, applicable procedure exists.

Questions and notes

01 Timeline and attachments:

02 Requested outcome and proposed deadline:

Official sources

IMPIC | Como apresentar uma queixa

Livro de Reclamações | Portal oficial

Lei 15/2013 | Mediação imobiliária

General information, not legal, tax, financial or technical advice. Verify current rules and property-specific facts before deciding. APMLS is independent of the brokerage and is not a party to the transaction.