



REALM PORTAL

Real Estate and Appraiser License
Management Portal

How To File a Complaint Online

8 Steps

talcb.texas.gov

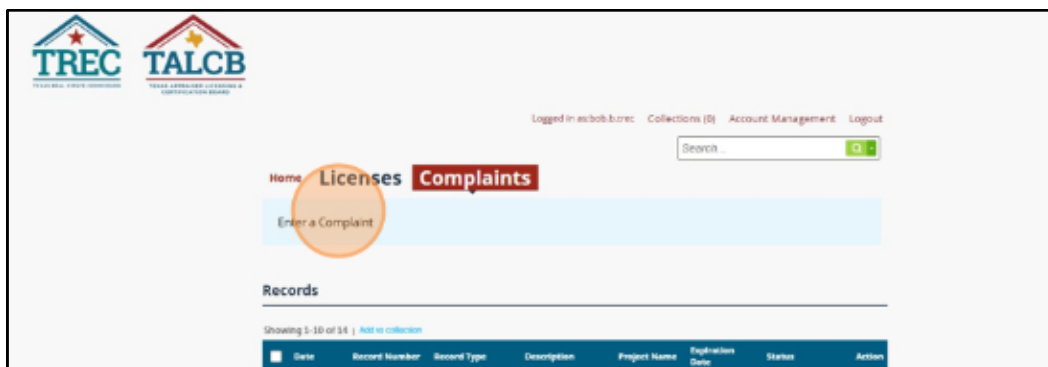
trec.texas.gov

Get Started

01 CREATE YOUR ACCOUNT AND SIGN IN

Sign in to your REALM Portal account. If you don't already have an account, create one before beginning the complaint process.

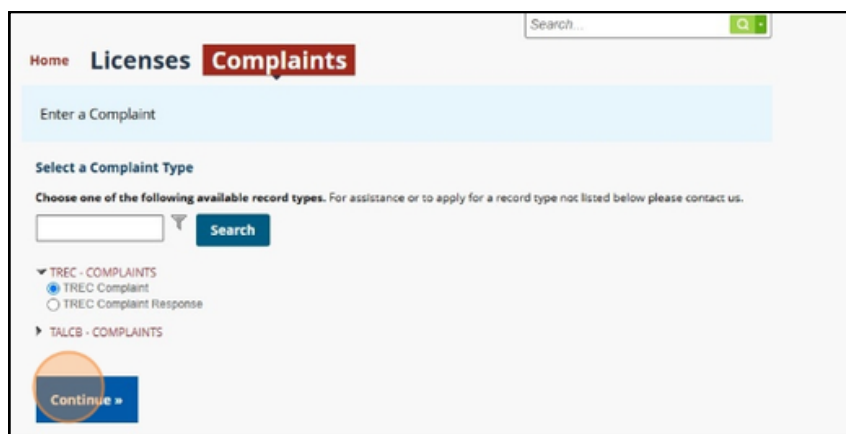
From your account dashboard, select **Complaints**, then choose **Enter a Complaint**.



02 START A NEW COMPLAINT APPLICATION

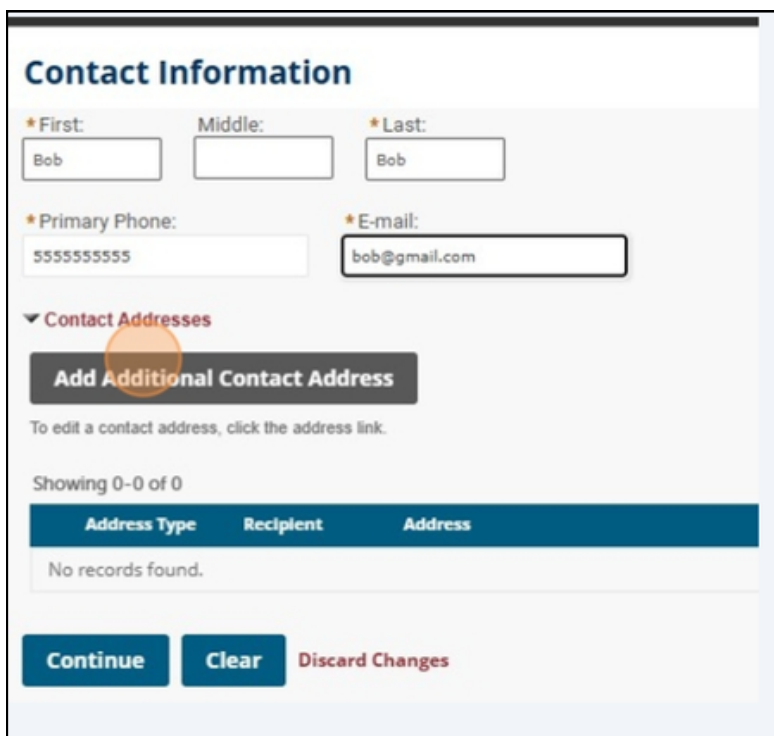
After accepting the terms:

- Select **Continue Application**.
- Choose **TREC – Complaints** or **TALCB – Complaints**, based on the agency your complaint associates.
- Select **TREC Complaint**.
- Click **Continue** to begin the complaint application.



03 ENTER YOUR CONTACT INFORMATION

Provide your name, phone number, email address, and mailing address so TREC-TALCB can contact you regarding your complaint.



Contact Information

*First: Middle: *Last:

*Primary Phone: *E-mail:

▼ Contact Addresses

Add Additional Contact Address

To edit a contact address, click the address link.

Showing 0-0 of 0

Address Type	Recipient	Address
No records found.		

Continue **Clear** Discard Changes

04 IDENTIFY THE RESPONDENT

Search for the individual or business you're filing a complaint against using:

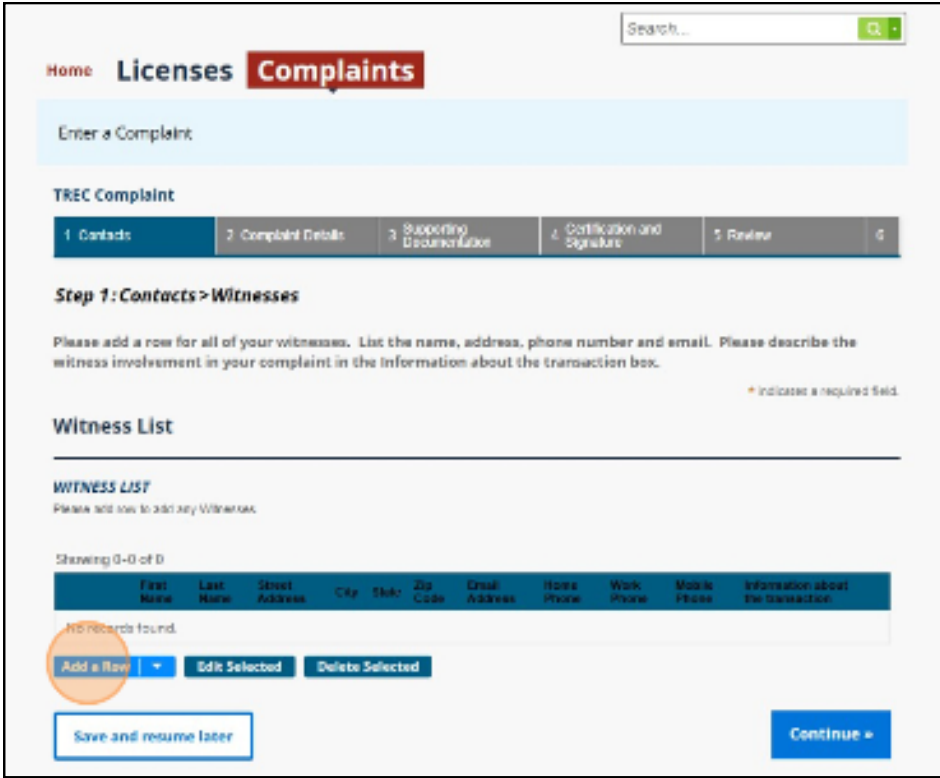
- License number
- Name
- License type

If you can't locate the respondent in the search results, you can manually enter their information using the **Other Respondents** option.

If your complaint involves multiple individuals or businesses, you can add each respondent during this step.

05 ADD WITNESSES (IF APPLICABLE)

If there are witnesses who can provide information about the complaint, add their contact information. You may include as many witnesses as necessary.



The screenshot shows the 'Complaints' section of the TREC website. The 'Complaints' tab is selected. Below the navigation bar, there is a 'TREC Complaint' section with a progress bar showing steps: 1. Contacts, 2. Complaint Details, 3. Supporting Documentation, 4. Certification and Signature, 5. Review, and 6. The '1. Contacts' step is currently active. Under 'Step 1: Contacts > Witnesses', there is a text box for 'Enter a Complaint' and a description: 'Please add a row for all of your witnesses. List the name, address, phone number and email. Please describe the witness involvement in your complaint in the information about the transaction box.' Below this is a 'Witness List' section. It shows a table with columns: First Name, Last Name, Street Address, City, State, Zip Code, Email Address, Home Phone, Work Phone, Mobile Phone, and Information about the transaction. The table is currently empty, with a message 'No records found.' below it. There are buttons for 'Add a Row', 'Edit Selected', and 'Delete Selected'. At the bottom, there are buttons for 'Save and resume later' and 'Continue'.

06 PROVIDE COMPLAINT DETAILS

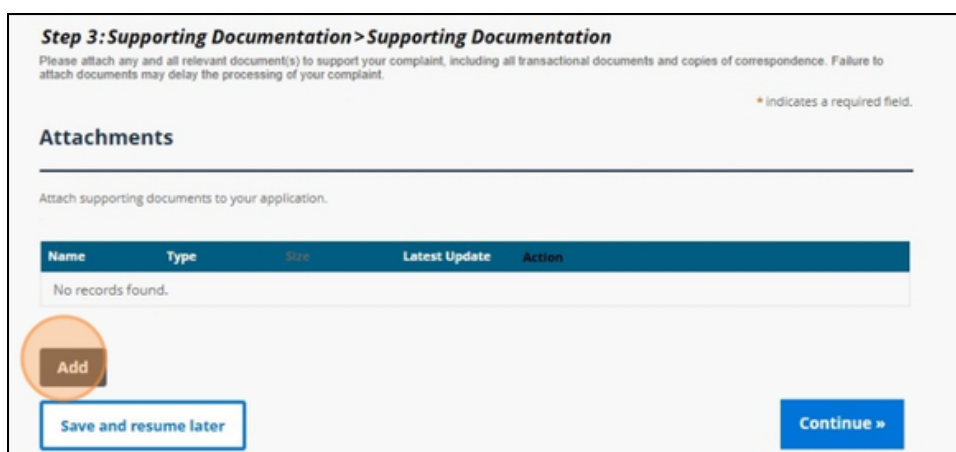
Answer all required questions about your complaint. Be as specific and accurate as possible to help enforcement staff understand the situation.

07 UPLOAD SUPPORTING DOCUMENTS

Attach any documents or evidence that support your complaint, such as:

- Contracts
- Emails or text messages
- Photos
- Receipts
- Other relevant records

When uploading documents, select the appropriate document type and provide a brief description for each attachment.



Step 3: Supporting Documentation > Supporting Documentation

Please attach any and all relevant document(s) to support your complaint, including all transactional documents and copies of correspondence. Failure to attach documents may delay the processing of your complaint.

* indicates a required field.

Attachments

Attach supporting documents to your application.

Name	Type	Size	Latest Update	Action
No records found.				

Add

Save and resume later **Continue »**

08 REVIEW AND SUBMIT

Carefully review all information you've entered before submitting your complaint.

Once submitted, you'll receive:

- A complaint number.
- An email confirmation acknowledging receipt.

Save your complaint number for future reference.

Track Your Complaint

After submitting your complaint, you can return to the REALM Portal at any time to:

- View your complaint record.
- Check the processing status.
- Upload additional documents if requested by enforcement staff.

If additional information is needed during the investigation, you'll receive instructions by email.



The screenshot shows the 'Complaints' section of the REALM Portal. At the top, there are navigation links for 'Home', 'Licenses', and 'Complaints'. Below this is a light blue box labeled 'Enter a Complaint'. The main content area displays a complaint record for 'Record 26-0022-COMP: TREC Complaint' with a status of 'Submitted'. There is an 'Add to collection' link and two tabs: 'Record Info' (selected) and 'Payments'. Below this is a 'Processing Status' section with a timeline of steps: Complaint Intake, Initial Review, Supervisor Review, Investigation, and Disposition.