



California Department of Real Estate

Enforcement Online Complaint System (EOCS) User Guide

Revised: March 21, 2023

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Introduction

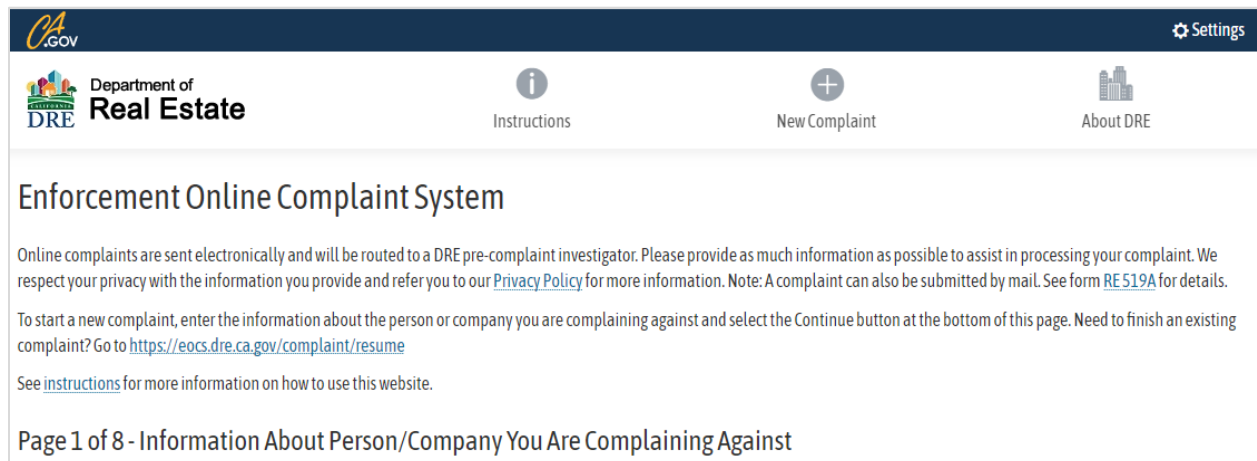
The California Department of Real Estate's (DRE) Enforcement Online Complaint System (EOCS) allows the public to submit a Real Estate related complaint. To submit a complaint electronically (via the Internet), navigate to the following web address: <https://eocs.dre.ca.gov/> To submit a complaint via paper mail, complete a RE 519A form.

The Enforcement Online Complaint System is divided up into eight sections:

- 1 - Complaint Information
- 2 - Additional Person/Business
- 3 - Transaction
- 4 - Address
- 5 - Witness
- 6 - File Upload
- 7 - Your Information
- 8 - Review and Submit

Website Layout

The website layout is responsive and can be used with both large and small screen sizes such as a smartphone or tablet.



Page 1 - Complaint Information

On the Complaint page, enter the information about the person, business, or government the complaint is about. If the person or business has a DRE License Number and/or NMLS ID Number, they can be entered but should be left blank if they are unknown.

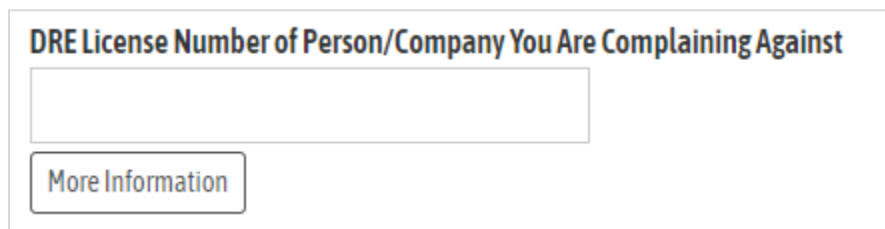
The *Type* field indicates whether the complaint is about a person, business, or government. The *First and Middle Name* can be entered if the complaint is about a person. If the person or business is in the United States, the *State* and *Zip Code* will be required. The *Foreign Postal Code* will be required if *Nation* is not "United States".

The *Phone Number* is not required but if entered must be at least nine (9) digits long. A brief statement describing the complaint is limited to 3900 characters.

Fields that are required are indicated by an asterisk (*).

Complaint Information - DRE License Number

If the DRE License Number is known, enter the eight (8) digit license number with leading zeros, for the person or business that you are submitting the complaint against in the *DRE License Number* textbox. For more information, click the *More Information* box.



The screenshot shows a web form element. At the top, there is a label "DRE License Number of Person/Company You Are Complaining Against" in a blue, bold font. Below the label is a large, empty rectangular text input box. Underneath the input box is a smaller rectangular button with the text "More Information" in blue.

The license number, name and location will be shown in a list below the textbox after a few moments of loading. After two (2) digits are entered, an indicator below the textbox may show the wording "Loading License Number, Please Wait..." in blue. After the system is done loading the license number, select the name from the list to enter it into the textbox. If there are no DRE license numbers that match, the list will not appear. This field is not required.

DRE License Number of Person/Company You Are Complaining Against

00000004 : Green, Max Lynn Jr - Location: PASADENA
00000004 : Green, Max Lynn Jr - Location: LOS ANGELES

Complaint Information - NMLS ID Number

If the NMLS ID Number is known, enter it into the *NMLS ID Number* textbox. The NMLS ID number can be found at <https://www.nmlsconsumeraccess.org/>. This is not a required field.

NMLS ID Number of Person/Company You Are Complaining Against

Complaint Information - Type

The *Type* drop-down list indicates if the complaint is about a person, business or government. Select the one that best describes the complaint type. This field is required.

Type *

Person
Business
Government

Complaint Information - First and Middle Name

If the type of complaint is “Person”, enter the First and Middle Name of that person into the *First and Middle Name* textbox limited to 40 characters. This field is not required.

First and Middle Name of Person/Company You Are Complaining Against

Do not enter your name

Complaint Information - Last Name/Business Name/Government Name

If the type of complaint is “Person”, enter the person’s last name into the *Name* textbox.

Name (Last Name/Business Name/Government Name) of Person/Company You Are Complaining Against *

LAST NAME

If the type of complaint is “Business”, enter the business name into the *Name* textbox.

Name (Last Name/Business Name/Government Name) of Person/Company You Are Complaining Against *

BUSINESS NAME

If the type of complaint is “Government”, enter the government name into the *Government Name* textbox.

Name (Last Name/Business Name/Government Name) of Person/Company You Are Complaining Against *

GOVERNMENT NAME

The *Name* field is required.

Complaint Information - Nation

Select the nation of the complaint from the *Nation* drop-down list. This field is required.

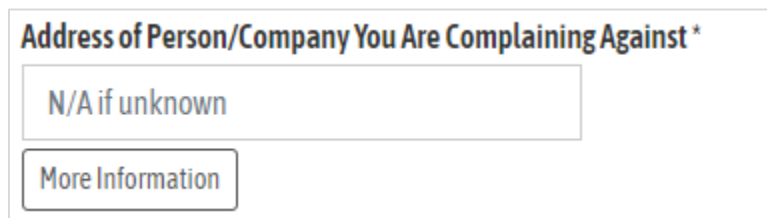


Nation of Person/Company You Are Complaining Against *

United States
Afghanistan
Albania
Algeria

Complaint Information - Address

Enter the address of the complaint in the *Address* textbox. If the address is unknown, enter N/A in this field. The *State* and *Zip Code* fields will not be required if the address is N/A. This field is required and can't be blank.



Address of Person/Company You Are Complaining Against *

N/A if unknown

More Information

Complaint Information - Suite, Floor, Apt

If there is a suite, floor, apt or other secondary address information, enter it into the *Suite, Floor, Apt* textbox. This field is not required.



Suite, Floor, Apt of Person/Company You Are Complaining Against

Complaint Information - City

Enter the city of the complaint in the *City* textbox. A list of related cities will appear in a drop-down list below the textbox as the city name is being typed. Select the city and it will be entered into the textbox. To cancel the selection, click outside of the textbox area and the city will return to blank.

City of Person/Company You Are Complaining Against *

City of Person/Company You Are Complaining Against *

SACR

SACRAMENTO

SACRED HEART

SACRED MOUNTAIN

City of Person/Company You Are Complaining Against *

SACRAMENTO

More Information

The complaint will be routed to the DRE office based on this field. If the city is unknown, your submitted complaint will be routed to the Los Angeles office. For more information, click the *More Information* box below the textbox. This field is required.

Complaint Information - State

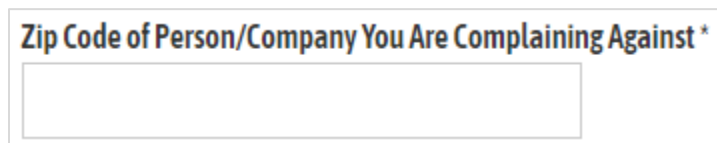
Select the State from the *State* drop-down list if the complaint is in the United States. This field is required when the *Nation* is “United States” and the *Address* is not N/A.



The screenshot shows a dropdown menu titled "State of Person/Company You Are Complaining Against *". The menu is open, displaying a list of states: California, Alabama, Alaska, Arizona, and Arkansas. The "California" option is currently selected and highlighted in blue.

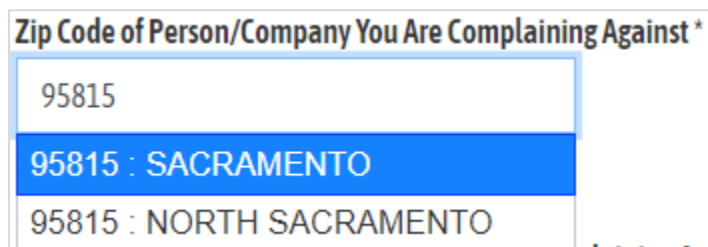
Complaint Information - Zip Code

Enter the zip code in the *Zip Code* textbox if the complaint is within the United States.



The screenshot shows a text input field titled "Zip Code of Person/Company You Are Complaining Against *". The field is currently empty.

After entering the 5 digit zip code, a drop-down list will appear below the textbox showing the zip code and related city. Select the zip code to enter it into the textbox. To cancel the selection, click outside of the textbox area and the zip code will return to blank. The zip code must be within the city entered in the *City* field or an error will appear. This field is required when the *Nation* is “United States” and the *Address* is not N/A.



The screenshot shows the same text input field as before, but now it contains the text "95815". A dropdown menu is open below the field, displaying three suggestions: "95815", "95815 : SACRAMENTO", and "95815 : NORTH SACRAMENTO". The first suggestion, "95815", is currently selected and highlighted in blue.

Complaint Information - Foreign Postal Code

If the *Nation* field is not United States, enter the foreign postal code in the *Foreign Postal Code* textbox. This field is required when the *Nation* field is not United States.

Foreign Postal Code of Person/Company You Are Complaining Against *

Complaint Information - Phone Number

Enter the phone number in the *Phone Number* textbox. The phone number must be at least 9 digits but can be up to a maximum of 20. The phone number can include plus +, dash -, parenthesis (), space, or period . but no other special characters or letters will be allowed. For more information, click the *More Information* box below the textbox. This field is not required.

Phone Number of Person/Company You Are Complaining Against

9 digit minimum
[More Information](#)

Complaint Information - Email Address

Enter the email address related to the complaint in the *Email Address* textbox. This field is limited to 100 characters and must be a valid email address. This field is not required.

Email Address of Person/Company You Are Complaining Against

Complaint Information - Website URL

Enter the website's URL related to the complaint in the *Website URL* textbox. This field is not required.

Website URL of Person/Company You Are Complaining Against

Complaint Information - Willing to Appear as a Witness

Are you willing to appear as a witness, be sworn, testify and cross-examined concerning the allegations made in this complaint? Select "Yes" or "No" from the drop-down menu. This is a required field.

Are you willing to appear as a witness, be sworn, testify and cross-examined concerning the allegations made in this complaint? *

Complaint Information - Where There Any Witnesses

Where there any witnesses to the described transactions? Select "Yes" or "No" from the drop-down menu. This is a required field.

Were there any witnesses to the described transactions? *

Complaint Information - Contacted the Business Regarding Complaint

Have you contacted the business regarding your complaint? Select “Yes” or “No” from the drop-down menu. This is a required field.

Have you contacted the business regarding your complaint? *

Complaint Information - Description of the Complaint

Due to the limitations of the website, the description of the complaint must be limited to 3900 characters. The number of characters remaining will appear at the bottom. Please enter a brief statement in the text area provided. Select the *More Information* box for guidelines. This statement is required.

In the form of a brief statement, give the full essentials of your complaint (maximum of 3900 characters) *

Maximum of 3900 characters

[More Information](#) 3900 characters remaining

Complaint Information - Continue to the Second Page

Click the *Continue* button at the bottom of the first page to go to the second page. If there are any errors or required fields that are blank, they will be indicated at the top of the page and near the fields that need to be corrected.

Page 2 - Additional Person/Business You are Complaining About

The second page is for additional persons, businesses, or governments that will be added to the complaint. This page is optional and can be skipped by selecting the *Next* button at the bottom of the page. **Note:** selecting the *Next* button will not save any information on this page.

If entering information on this page, the *Type*, *Last Name/Business Name/Government Name*, *Nation*, *Address*, and *City* fields will be required before saving. Enter at least the required fields and click the *Save* button at the bottom of the page to add it to the complaint.

This page is not required and can be skipped by selecting the Next button.

Page 2 of 8 - Additional Person/Business You are Complaining About

DRE License Number

NMLS Number

Adding the Additional Person/Business with the Save Button

After selecting the *Save* button, the row will be added to the bottom of the page. The row can be edited or deleted by selecting the corresponding *Edit* or *Delete* button to the right.

Save

Next

Note: Selecting the Next button will not save this page.

DRE License Number	Name (Last Name/Business Name/Government Name)*	Employed By
	Jones	<div><div>Edit</div><div>Delete</div></div>

Page 3 - Transactions

The third page is for adding transactions to the complaint. The transaction information provides the DRE with more information about what category the complaint should be in, where and when the event took place. The information on this page is not required and can be skipped by selecting the *Next* button at the bottom of the page.

Transaction Type

Select the transaction type from the *Transaction Type* drop-down list. For more information on transaction types, select the *Check box to show Transaction Type information* checkbox and a detailed list will appear below it. This field is required if the *Save* button is selected.

Page 3 of 8 - Transactions

Transaction Type *

☐ Check this box to show Transaction Type Descriptions

Transaction Location

The transaction location can be entered in the *Transaction Location* textbox with a maximum of 100 characters. This field is not required.

Transaction Location

Transaction Date

Enter the transaction date in the *Transaction Date* textbox. The transaction date textbox is a special field that will show a calendar above it when selected. Either chose the date from the calendar or enter the date in MM/DD/YYYY format (e.g. 01/01/2021). This field is required if the *Save* button is selected.

Transaction Date *

mm/dd/yyyy



Transaction Date *

mm/dd/yyyy

March 2021

↑

↓

Su	Mo	Tu	We	Th	Fr	Sa
28	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Today

Adding the Transaction with the Save Button

If a transaction is entered, click the *Save* button to add this transaction to the list at the bottom of the page. All transactions listed on the bottom of the page will be included with the complaint. The transaction can be edited or deleted by selecting the corresponding button to the right of the transaction row.

Save

Next

Note: Selecting the Next button will not save this page.

Transaction Type	Transaction Location	Transaction Date	
Purchase or sale of real property	Los Angeles	1/1/2021	<div>EditDelete</div>

When finished adding transactions, select the *Next* button to continue to page 4.

Page 4 - Addresses of Properties Involved

The fourth page is used to add property addresses involved in the complaint. If adding a property address, enter the *Property Address*, *Nation*, and *City* in the corresponding fields. If the property address is in the United States, the *State* and *Zip Code* can be entered. The information on this page is not required and can be skipped by selecting the *Next* button at the bottom of the page.

Property Address

Enter the street address in the *Property Address* textbox. If there is a suite, floor, or apartment number enter it into the *Suite, Floor, Apt* textbox.

Page 4 of 8 - Addresses of Properties Involved

Property Address *

Suite, Floor, Apt

Nation *

United States ▼

City *

State *

▼

Zip Code *

Select the *Nation* from the drop-down list. Enter the city name in the *City* field and select it from the list. If the *Nation* is United States, then the *State* and *Zip Code* will be required.

When the property is in the United States, the city and zip code will be validated by the system. The zip code must be within the city entered in the *City* field or an error will appear.

Adding the Property Address with the Save Button

If a property address is entered, click the *Save* button to add this address to the list at the bottom of the page. All addresses listed on the bottom of the page will be included with the complaint. The address can be edited or deleted by selecting the corresponding button to the right of the property address row.

Save

Next

Note: Selecting the Next button will not save this page.

Property Address	City	Nation	
123 Blue Ravine Rd.	YUBA CITY	United States	<div>Edit</div> <div>Delete</div>

Page 5 - Witnesses

The fifth page is used to add witnesses to the complaint. If adding witness information, enter the witness' first name, last name, address, city, State, zip code, phone number, email address, and your relationship to the witness, in the corresponding fields on the upper portion of the page.

The information on this page is not required and can be skipped by selecting the *Next* button at the bottom of the page. If a witness is added, the *Witness First Name*, *Witness Last Name*, *City*, *Phone*, and *Your Relationship to the Witness* textboxes will be required.

Page 5 of 8 - Witnesses

Witness First Name *

Witness Last Name *

Adding the Witness with the Save Button

If witness information is entered, click the *Save* button to add the witness to the list at the bottom of the page. All witnesses listed on the bottom of the page will be included with the complaint. The witness information can be edited or deleted by selecting the corresponding button to the right of the witness row.

Save

Next

Note: Selecting the Next button will not save this page.

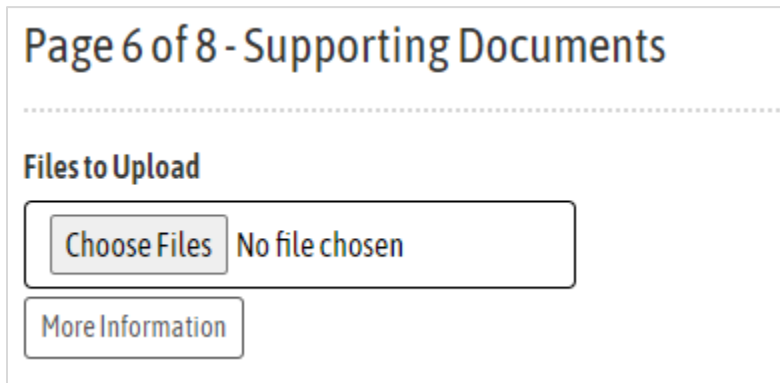
Witness First Name	Witness Last Name	Address	Zip Code	Phone	
Salvatore	Gravano	3400 Richmond Rd.	10306	(718) 333-4567	<div>EditDelete</div>

Page 6 - Supporting Documents

The sixth page is used to add supporting documents to the complaint by uploading files to the system.

Supporting Document File Upload Section

The supporting document files are uploaded to the system by selecting the button below the *Files to Upload* title, in the rectangular shaped box that is above the *More Information* button. The button will look different depending on the internet browser that is used. (The example below is using Google Chrome.)



Page 6 of 8 - Supporting Documents

Files to Upload

Choose Files No file chosen

More Information

The files that are uploaded should contain related information about the complaint. For more information about what the types of supporting document files DRE is looking for, select the *More Information* button.

File Upload Criteria

The files must meet certain criteria before they can be uploaded to DRE. Only files that end with: pdf, jpg, jpeg, png, gif, tif, tiff, docx, doc, xls, xlsx, wks, wpd, or txt will be accepted. The maximum combined file size is 20MB per upload. The file cannot be empty. An error will occur if the file(s) do not meet the standards.

File Transfer

After attaching the files to the page, select the *Save* button to transfer (upload) them. One or more files can be uploaded at a time as long as the total does not reach the maximum. After the files are transferred, they will be listed in the bottom part of the page. Open the file by selecting the file name that is underlined (example: [complaintinfo.txt](#)).

Delete the file by selecting the Delete button at the right. The system will ask “Do you really want to delete this file?”

<div>Save</div> <div>Next</div>		
File Name	Uploaded Timestamp	Delete File
ComplaintInfo.txt	3/3/2021 11:36:03 AM	Delete

When finished uploading, select the *Next* button to continue to the next page.

Page 7 - Your Information

The seventh page is the last page before the complaint is reviewed and submitted (or canceled). There are five sections to this page. At the top of the page, the first section asks three questions that determine the sections that are required below it.

Do You Want to Remain Anonymous? is Yes

The first drop-down list is *Do you want to remain anonymous?* If the answer is “Yes”, then all other fields will be removed from the page except the final drop-down list that certifies the complaint. Please note that if you remain anonymous by selecting “Yes”, you will not receive a complaint number after submission, or receive any updates about your complaint from DRE.

Page 7 of 8 - Your Information

* Indicates a required field.

Please Note: If you remain anonymous, you will not receive a complaint number, be able to track the complaint or be able to receive any updates about your complaint from DRE.

Do you want to remain anonymous? *

Yes



I certify under penalty of perjury that the foregoing statement and attachments thereto are true and correct *

No



Do You Want to Remain Anonymous? is No

After selecting “No” from the *Do you want to remain anonymous?* drop-down list, two more drop-down lists will be shown below in the same section - the *Do you want to add a second person to this complaint?* drop-down list and the *Are you submitting this complaint on behalf of someone else?* drop-down list.

Do you want to remain anonymous? *

No



Do You Want to Add a Second Person to this Complaint?

If the *Do you want to add a second person to this complaint?* drop-down list is changed to “Yes”, the related section called “Information About Second Person” will be shown on the page below. If it is “No”, then the section will be removed.

Do you want to add a second person to this complaint? *

No



Are You Submitting this Complaint on Behalf of Someone Else?

If the *Are you submitting this complaint on behalf of someone else?* drop-down list is changed to “Yes”, the related section called “Information About Person Submitting This Complaint (Proxy)” will be shown on the page below. If it is “No”, then the section will be removed.

Are you submitting this complaint on behalf of someone else? *

No ▾

Information About You

If you do not want to be anonymous, the *Information About You* section will be shown. Your first name, your last name, your address, your city, your nation, and your phone number will be required in this section. Also, if your nation is “United States”, your State and your zip code will be required.

INFORMATION ABOUT YOU

Your DRE License Number

Your First and Middle Name *

Your Last Name *

Information About Second Person

A second person can be added to the complaint by selecting “Yes” for the *Do you want to add a second person to this complaint?* drop-down list. When the drop-down list is “Yes”, the

“Information About Second Person” section is shown. Fill out the second person’s information in the section. None of the fields are required.

INFORMATION ABOUT SECOND PERSON

Second Person's First and Middle Name

Second Person's Last Name

Second Person's Address

Information About Person Submitting This Complaint (Proxy)

If the complaint is being completed for someone else (i.e. person completing the complaint is called a proxy), the proxy can be added to the complaint by selecting “Yes” for the *Are you submitting this complaint on behalf of someone else?* drop-down list. When the drop-down list is “Yes”, the “Information About Person Submitting This Complaint (Proxy)” section is shown. Fill out the proxy’s information in the section. None of the fields are required.

INFORMATION ABOUT PERSON SUBMITTING THIS COMPLAINT (PROXY)

Proxy's First and Middle Name

Proxy's Last Name

Proxy's Address

Complaint Certification

At the bottom of page 7, select “Yes” for the drop-down list *I certify under penalty of perjury that the foregoing statement and attachments thereto are true and correct*. You must certify that the complaint is true and correct to continue without error to the final page.

I certify under penalty of perjury that the foregoing statement and attachments thereto are true and correct *

Yes



Continue an Unfinished Complaint

If the complaint was left unfinished (it was not submitted or canceled), the complaint can be continued at a later time if page 1 was completed and the *Continue* button was selected. On page 2 – 8 the complaint number, city name, and expiration date will be shown. To resume a complaint, this information will be needed.

Page 2 of 8 - Additional Person/Business You are Complaining About

Complaint Number: 3749373068

City Name: Sacramento

Expiration Date: 3/15/2021 10:35:40 AM

To resume/finish a complaint at a later time, go to <https://eocs.dre.ca.gov/complaint/resume> and enter the Complaint Number and City Name and select the Submit button. The complaint will be resumed on page 7.

Resume Existing Complaint

Enter the complaint number and the city name entered on page 1 to resume. If the complaint has already been submitted or canceled, this page cannot be used. An unsubmitted complaint will expire seven days from when it was created and cannot be accessed after that time.

Complaint Number

City Name

Submit

The complaint will expire after seven days from the date of creation. If the complaint has expired, it can no longer be accessed online.

Page 8 - Review and Submit Complaint

The last page shows all the complaint information that was entered on the previous seven pages. Review the information and if there are any changes, select the edit button that is related to the information that needs to be modified (e.g. *Edit Info* button shown below).

Page 8 of 8 - Review and Submit Complaint

Do you want to remain anonymous? *

Y

Edit Info



At the bottom of the page, there are two buttons: on the left is *Submit Complaint* and on the right is *Cancel Complaint*. If you would like to submit the complaint to DRE, select the *Submit Complaint* button. If you would like to cancel the complaint, select the *Cancel Complaint* button.

Submit Complaint


Cancel Complaint

Cancel Complaint Notification Page


If the Cancel Complaint button is selected, the complaint canceled page will be displayed.




Department of
Real Estate



Instructions



New Complaint



About DRE

Settings

Your complaint has been canceled.

Submitted Complaint Confirmation Page

After submitting the complaint to DRE, a confirmation page will be shown along with the confirmation number and submitted date and time.

The screenshot shows the 'Submitted Complaint Confirmation Page' from the California Department of Real Estate (DRE). The page has a dark blue header with the 'CA.GOV' logo on the left and a 'Settings' gear icon on the right. Below the header is a white navigation bar with the DRE logo and 'Department of Real Estate' text on the left, and three icons with labels: 'Instructions' (info icon), 'New Complaint' (plus icon), and 'About DRE' (building icon). The main content area has a light green background and features a green success message: 'Your complaint has been submitted successfully to the California Department of Real Estate'. Below this, it displays 'Your Confirmation Number is: 3738664216' and 'Submitted: 2/11/2021 3:24:57 PM'. A paragraph follows: 'Your complaint will be processed in the order it was received. Due to the volume of complaints received, wait times can exceed several weeks in some cases, before your complaint can be processed.' At the bottom is a dark blue footer with links: 'Back to Top', 'Conditions of Use', 'Privacy Policy', 'Accessibility', and 'Contact Us'. The very bottom of the page has a light gray bar with the text 'Copyright © 2021 State of California'.

CA.GOV Settings

Department of Real Estate Instructions New Complaint About DRE

Your complaint has been submitted successfully to the California Department of Real Estate

Your Confirmation Number is: 3738664216

Submitted: 2/11/2021 3:24:57 PM

Your complaint will be processed in the order it was received. Due to the volume of complaints received, wait times can exceed several weeks in some cases, before your complaint can be processed.

Back to Top Conditions of Use Privacy Policy Accessibility Contact Us

Copyright © 2021 State of California

If the complaint was anonymous, there will be no confirmation number.