

# Consumer Service Survey

## Colorado Division of Real Estate

The Division of Real Estate (DRE) appreciates receiving feedback from consumers who have contact with the Division of Real Estate office. Please give us your opinion with regard to interactions you have had with The Division of Real Estate, and DRE staff in our area of jurisdiction.

When you have completed this on-line survey, you may print it and fax to our office at: **303-894-2683**, mail it to 1560 Broadway, Suite 925, Denver, CO 80202 (Attn: Consumer Service Survey), or click 'Email PDF' to submit electronically.

Your name (optional): \_\_\_\_\_

Name of Division staff member who assisted you (if known): \_\_\_\_\_

1. What was the reason for your interaction with Division staff? Please check all that apply.

- Check to see if someone (or a company) is licensed
  - Real Estate Broker  Appraiser  Mortgage Brokers
- Check to see if someone (or a company) has a disciplinary record
  - Real Estate Broker  Appraiser  Mortgage Broker
- Questions on whether or not a licensee's conduct or practice is illegal
  - Real Estate Broker  Appraiser  Mortgage Broker
- Making an initial complaint against a licensee
  - Real Estate Broker  Appraiser  Mortgage Brokers
- Requesting information on the complaint process and forms
- Checking the status of my complaint against a licensee
- Questions about the DRE's authority (Laws, Rules & Regulation)
  - Real Estate Broker  Appraiser  Mortgage Brokers
- Questions about real estate contracts and listings
- Questions about earnest money deposits, security deposits or other funds held by a broker.
- Other (please specify): \_\_\_\_\_

2. How was your contact with The Division of Real Estate made?

- Telephone  Regular Mail  E-Mail
- In Person  Website

3. Was your inquiry, request or complaint handled in a professional manner?

- Yes  No Comments:

4. Were you treated politely?

- Yes  No Comments:

5. Did your question or inquiry get handled satisfactorily?

- Yes  No Comments:

6. Were you assisted in a timely manner?

- Yes  No Comments:

7. Overall, how would you rate your experience(s) with the Division staff?

- Excellent  Good  Fair  Poor

8. Do you have any additional comments or suggestions?

Comments: \_\_\_\_\_

9. Are you licensed in any of the following professions?

- Are you a real estate broker:  Yes  No
- Are you an appraiser:  Yes  No
- Are you a mortgage broker:  Yes  No