

Filing a Complaint

How you file a complaint depends on the type of issue: a minor listing data error, a Professional Standards or arbitration matter, or a problem with the MLS® System itself.

Minor listing data errors

For minor corrections to a listing (reporting an infraction), use Matrix.

1. Open the listing display in Matrix.
2. Look for the icon row at the top of the listing.
3. Select the caution / warning triangle icon with an exclamation mark (!). That opens Report Data Error.

- Classic: the icon is yellow.

- New: the same icon is not in colour (grayscale). It sits on the right of that icon row.

4. Follow the prompts to describe the error.

Use this path for small data fixes on a listing. It is not the path for Professional Standards complaints or arbitration claims.

Professional Standards complaints and arbitration claims

File Professional Standards complaints and arbitration claims with ITSO through the compliance portal.

1. Go to <https://itsosystems.ca/compliance-portal>.
2. Complete the appropriate form.
3. Include your name, brokerage name, and detailed information about the incident and timeline.

Filing must occur no more than 180 days following the date upon which the circumstances giving rise to the incident arose.

MLS® System issues

Complaints about issues with the MLS® System should go to your Member Association. Association staff will coordinate with ITSO as needed.

Contact your Member Association:

- Cornerstone Association of REALTORS®: support@cornerstone.inc
- Brantford Regional Real Estate Board (BRREA): mls@brrea.com

For more support options (including AnswerLink and Ardi), see How to Get System Support.

Tips

- For minor listing corrections, use the caution / warning triangle icon on the listing icon row to open Report Data Error (yellow in Classic; grayscale on the right in New).
- Use the compliance portal for Professional Standards complaints and arbitration claims.
- File Professional Standards and arbitration matters no more than 180 days following the date upon which the circumstances giving rise to the incident arose.
- For MLS® System problems, contact Cornerstone (support@cornerstone.inc) or BRREA (mls@brrea.com). Do not skip your Member Association for those issues.
- Breaches of the ITSO MLS® Rules may be handled under Article 10 of the Rules and the applicable professional standards procedures.

Source: <https://support.itsosystems.ca/kb/406>