

Can MLS® Listing or PSC Complaints Be Anonymous

No complaint is fully anonymous. Your association or ITSO always knows who filed it. Whether the other REALTOR® learns your name depends on the type of complaint.

Listing errors (Report Data Error)

If you notice an error in a listing, you can report it in 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.

Your association will know who you are when you submit the report. Your name will not be shared with the listing agent or listing brokerage.

Advertising complaints

CREA's Bylaws and Rules require boards and associations to enforce the REALTOR® Code. They also say REALTOR® Code complaints cannot be filed anonymously.

ITSO has a process for advertising complaints. Your name will not be shared with the respondent.

All other Professional Standards Committee (PSC) complaints

Other PSC complaints involve more serious MLS® Rule breaches or breaches of the REALTOR® Code. For these complaints, your name will be shared with the respondent.

This is needed so the respondent knows the allegations against them and can defend themselves. This follows the principles of natural justice.

Tips

- Use Report Data Error for listing errors. Your name stays private from the listing agent and brokerage.
- Advertising complaints also keep your name private from the respondent.
- For other PSC complaints, expect the respondent to see your name.
- File PSC complaints through the compliance portal.

- For how to file each type of complaint, see [Filing a Complaint](#).

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