

# Code of Ethics and Arbitration Enforcement

understanding the process...

## Ethics Complaints



### Possible violations of the REALTOR® Code of Ethics

On 1st contact to the CAR office, Ombudsman Services are Offered.

This service is most often utilized by members of the public but is also available to REALTOR® members.

If Ombudsman participation is declined or unsuccessful, an Ethics Complaint can be filed with no fee. The complaint will be forwarded to the Grievance Committee.

Grievance considers the complaint. Taken as true on its face, if the claims in the complaint could have been a violation of the REALTOR® Code of Ethics, it is forwarded to the Professional Standards Committee.

Professional Standards Committee Chair reviews the referral.

If the complaint included articles covered by the Citation Policy, it is given to a Citation Panel for review.

If the Citation Panel determines that the complaint is a violation of one of the Citable articles, a Citation is issued.

The Cited member has the option of accepting the Citation and completing the Education or declining the Citation and requesting a hearing.

Panel members are selected with agreement from all parties.

A hearing is held and a final determination issued.

## Arbitration Requests



### Contractual & Financial Disputes

File Request & Pay \$150

Mediation is Offered.

This is a faster process and usually everyone comes away satisfied.

If Mediation is declined by either party or is unsuccessful, the request is forwarded to the Grievance Committee.

If matter is arbitrable per Article 17-4 of the Code of Ethics, it is referred to the Professional Standards Committee for a hearing.

Hearing is held and decision is binding and final. Usually, 1 side wins and 1 side loses.

For more details on the Code of Ethics enforcement process,

visit [realtor.org/code-of-ethics-and-arbitration-manual](http://realtor.org/code-of-ethics-and-arbitration-manual)