

C.A.R. PROFESSIONAL STANDARDS PROGRAM

Additional information:

Filing an Ethics Complaint: What to Expect

Providing a summary of your complaint, supporting documents that substantiate your complaint, and a timeline of events are highly encouraged. These documents should be saved in PDF format. It is advisable to consolidate multiple documents into one file, written in English.

You may refer to the Code of Ethics to assist you during this process.

<https://www.nar.realtor/about-nar/governing-documents/the-code-of-ethics>

Please see this video for instructions on completing the Complaint Form:

<https://vimeo.com/1117134487?share=copy>

All communication regarding your complaint will be sent electronically via email from claudiab@car.org. We recommend saving this email address in your contacts to ensure important updates are received.

After You File an Ethics Complaint:

Once you have filed a complaint, the Grievance Committee will review it to determine if the alleged allegations, if true, could support a violation of the cited Article(s) in the complaint.

There are two possible outcomes:

- 1) Dismissal of Complaint: If the Grievance Committee dismisses your complaint, it signifies that they do not believe the allegations would support a hearing panel's conclusion that the cited Article(s) have been violated. Please note that if your complaint is dismissed, you will have the opportunity to appeal the dismissal. Appeals are conducted by the

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Board of Director's appellate panel, who can only consider original evidence.

- 2) Forwarding for a Hearing: If the Grievance Committee forwards your complaint for a hearing, it does not indicate a determination that the Code of Ethics has been violated. Instead, it suggests that if the allegations in your complaint are found to be true by the hearing panel, there may be grounds for concluding a violation of the Code of Ethics. The respondent will be notified of their right to file a response, and a hearing will be scheduled.

Ethics Hearings:

Hearing panel members are unpaid volunteers who strive to uphold fairness, impartiality, and objectivity.

During a hearing, there are three possible outcomes: Acceptance or Appeal

- 1) Acceptance of the Panel's Decision: If all parties accept the panel's decision, it will be reviewed and ratified by the Board of Directors.

Appeals are handled by the Board of Directors' appellate panel, which exclusively considers original evidence.

- 2) Complainant Appeals: The complainant can only appeal due to procedural deficiencies or any lack of procedural due process.

Respondent Appeals: The respondent can appeal due to procedural deficiencies or any lack of procedural due process, dispute the fine amount, or allege misappropriation of the Code of Ethics.