

Center for Real Estate



HAMPTON ROADS REALTORS® ASSOCIATION

In response to your inquiry, enclosed is a copy of an ethics complaint form and a guide to filing ethics complaints and arbitration requests. A copy of the NATIONAL ASSOCIATION OF REALTORS® *Code of Ethics and Arbitration Manual* which governs the policies of the Hampton Roads REALTORS® Association with respect to all hearings may be obtained for a nominal fee by calling the association office or REALTORS® may go to the NATIONAL ASSOCIATION OF REALTORS® website: <http://realtor.org/mempolweb.nsf/pages/ceam>.

Please note that we also have an Ombudsman program available that could possibly assist you with your ethical concerns. The Ombudsman will attempt to informally resolve your concerns through phone communication. The Ombudsman's role is primarily one of communication and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred, rather they anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct. If you wish to take advantage of this free service, please advise.

If you wish to file an ethics complaint, you will want to review the Code of Ethics. The Code is the standard by which the Grievance Committee of the Board reviews allegations of potential violations. The Articles in the Code of Ethics are the specific obligations that can subject the member to disciplinary action after a due process hearing. After carefully reading the Code, complete the ethics complaint form, including an explanation of why you believe a specific Article (or Articles) has been violated (e.g., "I feel that Article ____ was violated because. . ."). Any ethics complaint must cite an Article since that is the standard by which REALTORS®' conduct is judged; a Standard of Practice may only be cited in support of a charge that an Article was violated. You must also include the date you became aware there was a potential violation.

When we receive an ethics complaint, we will forward it to the Grievance Committee which will review the matter and decide if there are sufficient grounds for a hearing(s) by the Professional Standards Committee.

Ethics complaints must be filed within one hundred eighty (180) days after the facts constituting the matter complained of was known, or could have been known, in the exercise of reasonable diligence (unless the board's informal dispute resolution processes [e.g., ombudsmen or mediation] are initiated by the complainant).

If you have any questions or concerns, feel free to contact me at 757-473-9700.

Sincerely,

Monique Owens
Professional Standards Administrator

Enclosure