

East Central Association of REALTORS®

COMPLAINT FILING PROCEDURE

If you wish to file an Ethics Complaint with the East Central Association of REALTORS®, you need to follow the following steps:

Please read through the Articles of the Code of Ethics before writing your complaint. And be sure to read the Functions of the Grievance Committee for limitations on our process.

The basis for filing a complaint against a REALTOR® should be an allegation by the complainant that a REALTOR® violated one or more of the Articles of the Code of Ethics of the National Association of REALTORS®.

As you compose your written complaint, cite an Article or Articles that you feel have been violated in any way.

Complete, sign and date the complaint form. Attach an explanation of the situation surrounding the complaint. Be as specific as possible. State what, when, where, why, and how, etc., you think each Article was violated.

Attach copies of any and all pertinent documents such as listing agreements, purchase and sales agreements, addendums, etc.

Send the entire package, keeping a copy for yourself, to the East Central Association of REALTORS®, attention: Grievance Committee. Your complaint will then be processed.

Upon receipt of a complaint, the file will be forwarded to the Grievance Committee for review. The committee will determine whether or not a formal hearing should occur. If they determine that a formal hearing should be held, a copy of the complaint will be sent to the Respondent who is required to file a response within 15 days. The complainant will receive notification of the decision of the Grievance Committee. If the Grievance Committee dismisses the complaint, the complainant will have 20 days to file an appeal of that decision.

If the Grievance Committee recommends a formal hearing, the Complainant will be expected to attend and verbally, under oath, present his/her complaint to the hearing panel. The Respondent will also be present and will be given an opportunity to state their defense. Parties may have an attorney present and may present any witnesses or evidence they desire.