

GRIEVANCE COMPLAINT TEMPLATE

Complainant's Name \_\_\_\_\_ Date: \_\_\_\_\_

Your Broker (if Complainant is an agent): \_\_\_\_\_

Respondent: (Person you are complaining about) \_\_\_\_\_

Name of Translator and Relationship to Claimant (if a translator is involved):

\_\_\_\_\_

To Grievance Committee:

This complaint against \_\_\_\_\_ is for the following Ethics violations (Please be specific about which Articles you are including):

\_\_\_\_\_

I would also like to include the following MLS rule violations (if applicable—please be specific):

\_\_\_\_\_

The following is a statement of what I believe are the facts as to each Article violated:

Article: \_\_\_\_\_

Facts in Support of the Violation (Be as specific as possible and include ALL documentation that you can that supports your complaint such as contracts, listing/buyer agreement, emails, pictures, phone logs—if you wish, you may use a separate sheet to outline your facts):

Article: \_\_\_\_\_

Facts in Support:

The above is true to the best of my knowledge.

I further understand that the Grievance Committee may only consider the Complaint and any documentation I include in support of my complaint. Failure to fully state the facts and or to supply sufficient documentation in support of my complaint may result in a denial of my complaint based on insufficient evidence.

Sincerely,

Complainant Signature

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### Process for Submitting an Ethics Complaint to SCCAOR

If you believe that you have encountered unethical behavior by a REALTOR® (licensed agent who belongs to a local real estate association) you may file a complaint with the association where the REALTOR is a member or where the property is located. A complaint must be submitted within 180 days from close of escrow or from the date of discovery (behavior was discovered).

Call Ellen Santomauro, Professional Standards Mgr, 408/445-5099 if you have questions

- 1) Complete a complaint form D-1. Identify the articles that you believe were violated. Form can be printed from the [www.SCCAOR.com](http://www.SCCAOR.com) website. Click on the Dispute Center link
- 2) Type up a summary of the complaint, Exhibit 1. Include all of the party names and relationships. Give all of the details, dates, locations of meetings, what was said or promised. Indicate what actually occurred. Give a chronological explanation of the situation.
- 3) Sign and date the Exhibit 1.
- 4) Include all documentation that you have which would support the complaint, such as contracts, pictures, phone logs, witness statements, MLS print outs, emails
- 5) Send to SCCAOR 1651 N. First St. San Jose, CA 95125