



## CODE OF ETHICS DISPUTE RESOLUTION

### OMBUDSMAN

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The Ombudsman volunteer can help to resolve issues with the public or other REALTORS<sup>®</sup>. This is a member benefit and a free service to our SCCAOR members provided by trained members of the Grievance and Professional Standards Committees. This is a confidential and non-threatening procedure where no one is being judged. Ombudsman can speak to the complainant and respondent party to negotiate a resolution.

### GRIEVANCE

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When a complaint is filed with the Association against a REALTOR<sup>®</sup> alleging a violation of an Article of the NAR Code of Ethics, the complaint is reviewed by volunteer members of the Grievance Committee. If the Grievance panel believes there is a possible violation of an Article, the complaint is forwarded to the Professional Standards Committee for a full discipline hearing.

The Grievance Committee may add and delete Articles or dismiss a complaint. They do not determine guilt or innocence.

A decision whether conduct is subject to SCCAOR's Citation Policy is made by the Grievance Committee. There are five citable offenses pertaining to Article 3 and Article 12.

### PROFESSIONAL STANDARDS

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Among the duties of membership with the Association is that you agree to abide by the NAR Code of Ethics.

If a complaint is forwarded to the Professional Standards Committee, neutral qualified volunteer members of the Professional Standards Committee are chosen as panel members for the hearing. The Panel reviews the complaint and response, questions the parties for clarity and deliberate to determine if the respondent party has or has not violated the Articles.

The Professional Standards Committee also presides over arbitration disputes that arise out of the real estate business as required by Article 17 of the NAR Code of Ethics.

Mediation disputes are coordinated by SCCAOR staff and presided over by trained mediators or attorneys in agreement with SCCAOR policies.

### MLSLISTINGS VIOLATIONS

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Possible violations of the MLS Listing Service Rules are to be filed directly with the MLS Compliance Department at 408 874-0200 X-5.

**To file a complaint or for more details about the Dispute Resolution procedures, please contact:**

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