



Our Association of REALTORS® has received your request to file a complaint against one or more of our members.

Enclosed is a copy of our Code of Ethics, as well as our Complaint Form. The Complaint Form must be completed in its entirety and signed by you. Please reference Article numbers of the Code of Ethics whenever possible. Additionally, all documentation pertaining to the transaction must be attached.

The Statute of Limitations for filing an ethical complaint is one (1) year from the date of the alleged ethical violation.

Our Association does not obtain financial reimbursement for the public, require that deposits be refunded, cancel or enforce contracts, or determine or settle legal disputes. We do not act as a court of law.

Complaints are assigned to a Grievance Committee Reviewer within two (2) or three (3) weeks. The Reviewer will contact you and arrange to meet with you and review your complaint. If a complaint is forwarded to a formal hearing, you will be required to attend, testify, and prove your case. The time period from receipt of your complaint to setting a hearing date on the calendar is normally three (3) to six (6) months. Please understand that our Grievance Committee Reviewers and Professional Standards Panelists are volunteers, therefore, we can only process the complaints in as timely a manner as their busy schedules permit.

If a Responsible REALTOR® or REALTOR® is found to be in violation of any Articles of the Code of Ethics, MLS Rules and Regulations, or Membership Rules, they will be disciplined in accordance with our Professional Standards Rules. These rules permit discipline ranging from attending Ethics Education Programs to expulsion from membership.

You should describe your grievance in your own words. Do not rely on your legal or court documents in the event you have a pending legal matter.

Thank you for taking the time and effort to assist us in upholding the Code of Ethics of our Association.

Please contact me if you have any questions at (818) 947-2227.

Sincerely,

Rozy Rodriguez
Professional Standards Administration

Enclosure