

ROLES OF PROFESSIONAL STANDARDS VOLUNTEERS

There are three groups that enforce professional standards for the local association of REALTORS®. This form explains the role of each of these groups.

THE GRIEVANCE COMMITTEE

The Grievance Committee's function is to:

- Review the complaint for a possible citation for violation of the Code of Ethics, if the association has adopted the Citation Policy;
- Review the complaint to insure the proper articles and sections are cited based on the alleged facts; and
- Screen complaints in order to prevent abuse and harassment through frivolous or unwarranted complaints filed for harassment purposes.

The Grievance Committee considers allegations of unethical conduct but does not determine guilt or innocence. If the Grievance Committee forwards a complaint for a hearing, it does not mean the volunteers on the committee believe the respondent is guilty. It only means that the complaint contains allegations that, if proven at a hearing, would be grounds for a violation.

THE PROFESSIONAL STANDARDS COMMITTEE

The members of the Professional Standards Committee serve as panel members for disciplinary hearings. They are supposed to ensure that the hearing is conducted according to the procedures outlined in the *Manual* and that both sides are given the opportunity to fully present all relevant evidence. After the hearing, the members of the hearing panel will determine: (i) whether the respondent has committed any violations that were alleged in the complaint; and (ii) if the respondent has committed violations, what disciplinary action will be recommended to the Board of Directors.

THE BOARD OF DIRECTORS

The Board of Directors serve as the review body for the association's disciplinary process. Members of the Board of Directors:

- Upon the request of a complainant, review the decision of the Grievance Committee to dismiss a complaint or delete allegations from a complaint;
- Ratify the decision of the hearing panel if no party requests a review of the hearing; and
- Serve as panelists at a review hearing if a party requests a review of the hearing panel's decision.

The Board of Directors does not conduct rehearings. Any review hearing is solely limited to a discussion of the permitted grounds for review that are outlined in the Request for Review. Once the Board of Directors makes a decision in a disciplinary case, it is considered final and binding. The California Association of REALTORS® has no authority to review or overturn the decisions of local association Boards of Directors.