

MISSION STATEMENT

The Mission of the
Greater Rochester Association
of REALTORS®, Inc.,
is to provide resources
and education, promote
professionalism and position
our members for success.
We support our community
through political advocacy
of real property rights
and by supporting
charitable programs
to enhance
homeownership opportunities.

10/06

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HOW TO FILE AN ETHICS COMPLAINT



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BASIS FOR FILING AN ETHICS COMPLAINT

The basis for filing an ethical 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®.



DUE PROCESS AND RIGHTS OF PARTIES

You, the complainant, may be frustrated by what appears to be unnecessary delay. However, the Association operates a quasi-judicial system and must ensure due process. It is important to understand that the Association does not process legal complaints, nor does it award damages or cancel a real estate license.

WHO CAN FILE AN ETHICS COMPLAINT AGAINST A REALTOR®?

Any person, whether a member or not, having reason to believe that a member has acted unprofessionally, may file a complaint in writing with the Director of Professional Conduct at the Association of REALTORS®.

IS THERE A TIME LIMIT ?

Ethics complaints must be filed with the local association of REALTORS® within one hundred eighty (180) days from the time a complainant knew (or reasonably could have known) that potentially unethical conduct took place.

WHAT SHOULD BE INCLUDED WITH THE ETHICS COMPLAINT?

An ethics complaint form must be completed and filed. In addition, a written statement of the facts (with appropriate documentation, if any) on which the complaint is based must also be included, dated, and signed by the complainant.

FILING AN ETHICS COMPLAINT

- ◆ The REALTOR® Code of Ethics consists of seventeen (17) Articles. The duties imposed by many of the Articles are illustrated in the enclosed Code of Ethics.
- ◆ Your complaint should include a narrative description of the circumstances that lead you to believe the Code of Ethics may have been violated.
- ◆ The local association of REALTORS® Grievance Committee may provide technical assistance in preparing a complaint in proper form and with proper content.

BEFORE THE HEARING

- ◆ Your complaint will be reviewed by the Grievance Committee. Their job is to review complaints to determine if the allegations made, if taken as true, might support a violation of the Article(s) cited in the complaint.
- ◆ If the Grievance Committee dismisses your complaint, it does not mean they don't believe you. Rather, it means that they do not feel that your allegations would support a hearing panel's conclusion that the Article(s) cited in your complaint have been violated.