RICHMOND
ASSOCIATION OF REALTORS®

Ethics Complaint Guidelines

Many difficulties leading to ethics complaints can result from misunderstandings or miscommunication. Before filing a complaint, it is recommended that you speak with the member and/or the managing- or principal broker of their firm as differences can often be resolved outside the formal ethics enforcement process.

If you do wish to file an ethics complaint, you will need to complete the attached *Ethics Complaint Form* citing the Article[s] of the Code of Ethics you believe might have been violated and attach a narrative and/or chronological summary of the events, circumstances and facts in the matter along with copies of any documentation you feel will support your complaint. Ethics complaints must be filed with the Association within 180 days of the time the complainant knew—or reasonably should have known—that potential unethical conduct took place.

You may submit your complaint to RAR:

- by mail or in person to the Richmond Association of REALTORS®, 8975 Three Chopt Road, Richmond, VA 23229, ATTN: Professional Standards
- by email to prostandards@RARealtors.com

When your complaint is received, it and all related case materials will be forwarded to the Grievance Committee for their review. The Committee's responsibility is to determine whether the complaint has sufficient merit for further consideration, i.e. whether, if the allegations were accepted at face value, the complaint contains a possible violation of any Article[s] of the Code. If the Committee rules that there is a possibility that a violation occurred, they will forward the matter to the Professional Standards Committee for a hearing which you will be expected to attend to present your case. The entire process typically takes 2-3 months, allowing for time for review by the Grievance Committee, soliciting and receiving responses, proper notification and scheduling of a hearing.

The Richmond Association of REALTORS® cannot require any party to pay monetary damages to parties filing ethics complaints and cannot award "punitive damages" for violations of the Code of Ethics, nor can it suspend or revoke a real estate professional's license; complainants wishing to pursue these types of remedies should do so through the legal system or the appropriate licensing authority or regulatory- or administrative agency. The primary emphasis of discipline for ethical lapses is educational—to create a heightened awareness of and appreciation for the duties that the Code imposes.

Ethics Complaint

To the **Grievance Committee** of the Richmond Association of REALTORS®:

Filed (Date) _____

_____ _____

Complainant(s) Respondent(s)

Complainant(s) Charge(s):

An alleged violation of Article(s) _____ of the Code of Ethics and/or other membership duty as set forth in the bylaws of the Board (Association) _____ and alleges that the following charge(s) _____ (Article, Section) (is/are) supported by the attached statement, which is signed and dated by the complainant(s) and which explains when the alleged violation(s) occurred and, if a different date, when the complainant(s) first knew about the alleged violation(s).

This complaint is true and correct to the best knowledge and belief of the undersigned and is filed within **one hundred eighty (180) days** after the alleged offense and facts constituting the matter complained of could have been known by the complainant in the exercise of reasonable diligence or within **one hundred eighty (180) days** after the conclusion of the transaction, or event, whichever is later.

Date(s) alleged violation(s) took place: _____

Date(s) you became aware of the facts on which the alleged violation(s) (is/are) based: _____

Date of the closing or conclusion of the transaction, if applicable: _____

I (we) declare that to the best of my (our) knowledge and belief, my (our) allegations in this complaint are true.

Are the circumstances giving rise to this ethics complaint involved in civil or criminal litigation or in any proceeding before the state real estate licensing authority or any other state or federal regulatory or administrative agency?

☐ Yes ☐ No

You may file an ethics complaint in any jurisdiction where a REALTOR® is a member or MLS participant. Note that the REALTOR® Code of Ethics, Standard of Practice 14-1, provides, in relevant part, "REALTORS® shall not be subject to disciplinary proceeding in more than one Board of REALTORS® . . . with respect to alleged violations of the Code of Ethics relating to the same transaction or event." Have you filed, or do you intend to file, a similar or related complaint with another Association(s) of REALTORS®?

☐ Yes ☐ No

If so, name of other Association(s): _____ Date(s) filed:_____

I understand that should the Grievance Committee dismiss this ethics complaint in part or in total, that I have twenty (20) days from transmittal of the dismissal notice to appeal the dismissal to the Board of Directors.

Complainant(s)

_____ _____

Type/Print Name Signature

_____ _____

Type/Print Name Signature

_____

Address

_____ _____

Phone Email