



Upper Cumberland Association of REALTORS
1330B Neal Street
Cookeville, TN 38501
Phone (931) 528-4093 Fax (931) 520-4746

How to file an Ethics, Arbitration or Mediation request:

Ethics Complaint

Completely fill out document titled Form-1 for filing an Ethics complaint.

Please read through the Articles of the Code of Ethics before writing your complaint. When composing the written complaint, cite the Article or Articles that you believe have been violated. Attach to the complaint form a detailed written synopsis of the complaint explaining why you believe there was a violation of the Article/Articles and any documentation supporting claim. This is to be sent to the above address in triplicate.

The complaint will be sent to the Grievance Committee for review once it has been received. Please note: If the Grievance Committee forwards the complaint for a hearing to the Professional Standards, you will be required to appear at the hearing to give your side of the complaint.

Arbitration Complaints

Completely fill out document titled Form A-1 for filing an Arbitration complaint.

Please read Article 17 of the Code of Ethics before writing your complaint. Attach to the completed complaint form a detailed written synopsis of the complaint explaining why you believe this is an arbitral matter along with any documentation supporting the claim. This is to be sent to the above address in triplicate.

Received complaints will be referred to the Grievance Committee for their review. Please note: If the Grievance Committee forwards the complaint for a hearing before the Professional Standards, you will be required to appear at the hearing to give your side of the complaint.

Mediation Request

Mediation is a good way to resolve concerns/complaints you may have with a REALTOR, contract or other issues pertaining to a real estate transaction. Specially trained mediators can help to resolve issues. Please fill out the mediation request form and attach a statement with documentation in triplicate and mail to the above address.

If you have any questions about this process, please contact Robbin Reagans, Professional Standards Administrator at 877-528-4093.