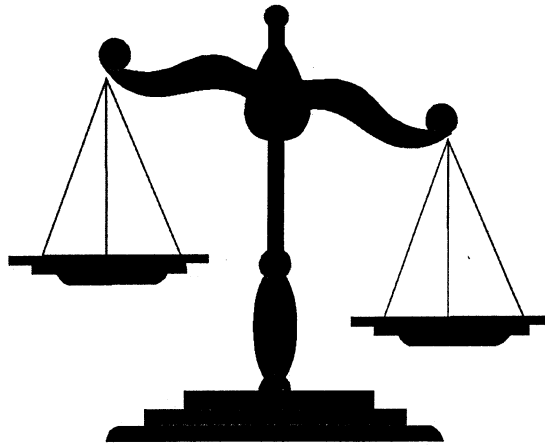


## **UNDERSTANDING THE PROFESSIONAL STANDARDS PROCESS**



**PREPARED BY THE  
KENTUCKY ASSOCIATION  
OF REALTORS®**

The majority of real estate transactions close without incident, but there is a possibility that a problem or dispute can occur. If you feel you have a problem, you may want to first discuss the situation with the real estate agent or with the principal broker of the firm. When a dispute does arise, it is usually successfully resolved through normal channels of communication and negotiation. Occasionally, a dispute arises which cannot be resolved through negotiation.

Boards and Associations of REALTORS® are responsible for enforcing the REALTORS® Code of Ethics through the Professional Standards Process. The Kentucky Association of REALTORS® handles the administrative aspects of the professional standards process for most of Kentucky's local boards and associations of REALTORS®.