



# The Ombudsman Process

The definition of Ombudsman for REALTORS® -- The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases it can address and solve minor complaints from the public. It can also solve inter-REALTOR® conflicts before they become serious problems. Like a mediator, an ombudsman helps parties find solutions.

## What is the MBOR Ombudsman Program?

Ombudsman Procedures adopted by the Marion Board of REALTORS® (MBOR) are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. MBOR is charged with the responsibility of receiving and resolving ethics complaints, and hearing arbitration disputes filed against its members. An Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

## How Will I Know to Ask for an Ombudsman?

Many complaints do not expressly allege violations of specific articles of the REALTOR® Code of Ethics and may not concern conduct related to the Code. Some complaints are transactional, technical, and procedural questions that can be readily responded to. Some complaints are due strictly to lack of communication. These types of issues may be appropriate for the Ombudsman program.

## What are REALTOR® Ombudsman Benefits?

You can receive non-judgmental real estate related information in a timely manner and at no cost.

## What the Ombudsman Will NOT Do.

- Adjudicate/make final decision;
- Give legal advice;
- Determine who is right or wrong;
- Disclose communications – Process is CONFIDENTIAL;
- Make any written record of discussions and/or agreements

## Who are the Ombudsmen?

REALTORS® appointed to be Ombudsmen must:

- Meet criteria for extensive real estate

experience and/or additional qualifications as determined by the MBOR Board of Directors;

- Demonstrate objectivity;
- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

## How Does the Ombudsman Process Work?

The MBOR Professional Standards Administrator and/or the Chief Executive Officer will assemble information to be sent to the MBOR Ombudsman via email. This information may include:

- Name, phone number and role of the complainant (that is, buyer, seller, broker, etc.)
- Name, phone number, and role of the respondent (that is, broker, principal broker, etc.)
- If the respondent is a broker, the name of principal broker and/or managing broker

The MBOR Ombudsman will make all necessary contacts in an attempt to resolve the complaint. If the Ombudsman's efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Ombudsman will advise the Complainant about the next step(s) in the complaint process.

Marion Board of REALTORS®

515 E Center St

Marion, OH 43302

Office: 740.387.2928

Fax: 740-382-9420

The term REALTOR® is a registered collective membership mark which may only be used by real estate professionals who are members of the NATIONAL ASSOCIATION OF REALTORS® and who subscribe to its strict Code of Ethics.

# Marion Board of REALTORS®

## Ombudsman Request

This document is an online form available on the Board's website for the consumer to complete an email to the Board. Staff will forward this form along with the Ombudsman Worksheet/Log to the Ombudsman.

Date: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Firm (if any): \_\_\_\_\_

Address: \_\_\_\_\_

Preferred Phone for Contact: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_

(buyer, seller, agent, broker)

Subject property (if any): \_\_\_\_\_

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Name of Respondent: \_\_\_\_\_

Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_

(listing agent, selling agent, broker)

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What issue would you like the Ombudsman to resolve?\*

(Attach additional form if necessary)

\_\_\_\_\_  
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Return to: Marion Board of REALTORS®, 515 E Center St, Marion, OH 43302 or Fax to 740.382.9420 or email to: Lori Dye [ldye@marion.net]

\*All information on this form is confidential. The Marion Board of REALTORS® Will destroy this form and any other documents and materials pertaining to this matter at the conclusion of the Ombudsman services.