HOW AN ETHICS COMPLAINT FLOWS

Complaint Received from Public or REALTOR®

Offer Ombudsman Services

Outcome #1
SUCCESS! Case Closed!

Outcome #2
Service Rejected or No Resolution

Grievance Committee Review

Insufficient Evidence or Past 180 Days

DISMISSED

Move Forward to Hearing Does Complaint Meet Criteria for Citation?

YES

NO

Citation Panel Review

Citation Issued with Fine/Education

OR

Complaint Warrants a Hearing

Outcome #1
SUCCESS! Respondent Complies with Citation!

Outcome #2
Respondent Rejects Citation & Requests Hearing

Professional Standards Hearing Process