

Steps To Follow When Filing An Ethics Complaint

1. Review the *Code of Ethics*.
2. Complete the Ethic Complaint form:
 1. Fill out the top portion with your name and Respondent's name and address;
 2. Cite the article(s) from the *Code of Ethics* you feel may have been violated;
 3. Indicate if litigation is pending or not;
 4. Sign the Complaint form and indicate your address and daytime phone.
3. After completing the Complaint form, provide a typewritten explanation of the events that took place and your reasons for the article(s) cited from the *Code of Ethics*. Include with your typewritten explanation a photocopy of any relevant documents, which are referred to in your Complaint and explanation. Examples of documentation to be photocopied and attached are: Notice of Agency form, Seller's Disclosure form, Sales Agreement, any Addendums, Building Inspection forms, etc.
4. Submit your Complaint form, explanation and copies of documents you feel are pertinent, to the Ann Arbor Area Board of REALTORS®, Attention: Professional Standards Administrator. There is no fee for filing an Ethics Complaint. Our Grievance Committee meets the second Wednesday of each month to review complaints. You will be notified by certified mail of the decision of the Grievance Committee. Please note that we cannot send certified mail to a Post Office Box.
5. If the Grievance Committee forwards the Complaint to the Professional Standards Committee for an Ethics or Arbitration hearing, you must attend the hearing. Hearings are held during normal business hours.

If you have any questions or need further explanation, please contact the Professional Standards Administrator at 734-761-7340.