

Montgomery Area Association of REALTORS®

Instructions for Filing an Ethics Complaint

1. The Montgomery Area Association of REALTORS® can only process ethics complaints against members of our association.
2. The enclosed Ethics Complaint Form must be completed and signed before our Grievance Committee can review the complaint. Be sure to name all individuals you have a complaint against. A statement of events involving the complaint should accompany the complaint form. Please include which articles you feel the REALTOR® has violated and how that article applies to your situation.
3. Ethics complaints must be filed with the Montgomery Area Association of REALTORS® within 180 days from the time a complainant knew that potentially unethical conduct took place or within 180 days after the conclusion of the transaction or event, whichever is later.
4. Copies of any pertinent documents should also be included with your complaint (agency agreement form - is the REALTOR® working as a buyer's agent, seller's agent, limited consensual dual agent, or contract broker - final contract, walk-through agreement, and any other documents related to this transaction).
5. Call Brad Owen at our association office 396-0256 if you are not a member of our Association and would like a member of our Grievance Committee to help you file your complaint.

The Grievance Committee will meet within a few weeks after receiving your complaint. If the decision is made to forward your case for a hearing, we will request a response from the "respondent". After receiving the response, we will contact you to schedule a convenient time for you to attend the hearing. An outline of the hearing process will be mailed to you prior to the actual hearing. The entire process usually takes between seven and twelve weeks (depending upon how quickly responses are made to the necessary paperwork that must be filed for the hearing).

We strive to have all our REALTORS® behave in an ethical and professional manner, however, whether from lack of education or other means, it is sometimes necessary to bring a member before the Professional Standards Committee to determine if a violation of the Code of Ethics has occurred. The purpose of our Grievance procedures is to reprimand those who have not upheld the Code of Ethics, and to educate them so future customers and clients will receive the professional, ethical services they deserve.