

PROFESSIONAL STANDARDS PROCESSES & PROCEDURES

All complaints **must be filed within 180 calendar days** after the alleged misconduct is known. All Professional Standards communications and processes are strictly confidential.

Both consumers and REALTORS® may experience problems with REALTORS® that warrant formal complaints. Before filing, consider the following steps: (1) Speak directly with the REALTOR® about the complaint; (2) Speak with the REALTOR's® Principle Broker; (3) Contact CCAR's Professional Standards Administrator: 925.295.9220 or prostandards@ccartoday.com.

DISCIPLINARY

Non-Monetary | Ethical Dispute

1. FILE FORMAL COMPLAINT

Disciplinary complaints are **non-monetary** and refer to alleged violations of the NAR Code of Ethics, CCAR MLS Rules & Regulations and CCAR Bylaws, for more information visit: ccartoday.com/professional-standards



2. ETHICS ADVOCATE

Ethics Advocates are trained REALTOR® volunteers who provide free assistance to both Complainants and Respondents in the disciplinary process. Email prostandards@ccartoday.com to request an Ethics Advocate.



3. C.A.R. OMBUDSMEN

C.A.R. Ombudsmen are trained REALTOR® members who volunteer their time to assist and answer **non-legal questions in non-legal disputes**. Ombudsmen are not attorneys. For more information visit: car.org/helplines/ombudsman



4. GRIEVANCE COMMITTEE

CCAR's Grievance Committee reviews ethics complaints to determine whether they warrant Professional Standards hearings.



5. RULING

Following a thorough hearing process where each side is given the opportunity to present their individual cases to a Professional Standards panel, the panel determines the nature and scope of disciplinary action, if warranted.



ARBITRATION

Monetary | Contractual Dispute

1. C.A.R. LEGAL HOTLINE

A free phone service provided by licensed attorneys for members seeking confidential **legal advice** about real estate issues. ccartoday.com/about/legal-hotline



2. FILE COMPLAINT

Arbitration complaints refer to **monetary and contractual** issues. For more information visit: ccartoday.com/professional-standards



3. MEDIATION

The CCAR Arbitration process starts with mediation, which is required in all cases. Together, with the help and expertise of a Board-appointed mediator, all parties meet to resolve their own disputes and avoid a formal hearing process.



4. PROFESSIONAL STANDARDS HEARING

CCAR's Professional Standards Committee panels conduct arbitration hearings, if mediation does not resolve the dispute. All parties are provided due process rights.



5. RULING

Following a thorough hearing process where each side is given the opportunity to present their individual cases, the Professional Standards panel will issue a ruling.



HONESTY | INTEGRITY | ACCOUNTABILITY

