

# 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](mailto:prostandards@ccartoday.com).

## DISCIPLINARY

Non-Monetary | Ethical Dispute

### 1. FILE 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](http://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.



### 3. C.A.R. OMBUDSMAN

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.



### 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. FILE COMPLAINT

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



### 2. 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.



### 3. PROFESSIONAL STANDARDS HEARING

CCAR's Professional Standards Committee panels conduct arbitration hearings. All parties are provided due process rights.



### 4. 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.



### 5. 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](http://ccartoday.com/about/legal-hotline)



HONESTY | INTEGRITY | ACCOUNTABILITY

APRIL 2019 • CONTRA COSTA ASSOCIATION OF REALTORS® PROFESSIONAL STANDARDS AWARENESS MONTH

