

# Ethics Complaints, Arbitration Requests and Related Information

**REALTORS®** are different from non-member licensees in that they voluntarily subscribe to a strict Code of Ethics. If you believe that a REALTOR® has violated one or more Articles of the Code of Ethics, you can file an ethics complaint alleging a violation(s) through the local association of REALTOR® where the REALTOR® holds membership.

In addition, REALTOR® agree as a condition of membership to arbitrate contractual disputes and specific non-contractual disputes as provided for in Article 17 of the NAR Code of Ethics

Below are several resources to help you understand what to do to file an ethics complaint or arbitration request, and the general process you can expect when filing an ethics complaint or arbitration request with a local association of REALTOR®. Check with the local association of REALTOR® to ensure you have the proper forms required by that association.

## For Consumers or REALTOR® Wishing to File an Ethics Complaint

- Code of Ethics
- Before You File an Ethics Complaint  
This brochure explains alternatives to consider before filing an ethics complaint, as well as what to expect after filing a complaint
- Initiating An Ethics Hearing  
Procedures for processing complaints alleging violations of an Association's bylaws
- Key Ethics Forms  
View or download forms for initiating an ethics complaint
- Sanctioning Guidelines  
While NAR does not recommend specific discipline for certain offenses, it does outline key points to be considered with respect to discipline.

## **For a REALTOR® Wishing to File an Arbitration Request**

- Duty to Arbitrate  
From Part Ten, Section 43 of *The Code of Ethics & Arbitration Manual*
- Arbitratable Issues  
From Appendix I to Part Ten of *The Code of Ethics & Arbitration Manual*
- Key Arbitration Forms  
View or download forms for filing an arbitration request
- Factors Considered in Arbitration  
From Appendix II to Part Ten of *The Code of Ethics & Arbitration Manual*
- No findings of Fact in Arbitration Awards  
From Appendix IV to Part Ten of *The Code of Ethics & Arbitration Manual*
- Mediation as a Service of Member Boards  
From Appendix VI to Part Ten of *The Code of Ethics & Arbitration Manual*.  
For more information go to the Mediation page.

## **For REALTOR® Wishing to Take NAR's Online Code of Ethics Course**

REALTORS® are required to take an education course in the REALTOR® Code of Ethics as a requirement of new membership and once every four years to maintain that membership status. The current renewal cycle began January 1, 2013 and ends December 31, 2016. REALTORS® can take the Quadrennial Code of Ethics through the REALTOR® Institute either by classroom or online.

- You may access the New Member and existing Member Code of Ethics courses here:

<http://www.realtor.org/code-of-ethics/code-of-ethics-training-home>