



Arbitration FAQs

Is there a statute of limitations for filing arbitration requests?

Yes. 180 days from the time that you could have known there was a dispute.

I'd like to file a complaint, but am worried about confidentiality.

All arbitrations are kept strictly confidential. Only staff involved in the administration of cases, along with the assigned members from the Grievance and Professional Standards Committees, have access to arbitration cases.

Is there a special form I should use when filing a request for arbitration?

File an arbitration request using Request and Agreement to Arbitrate A-1, available from DMAR. Form A-1 should include a supporting document in the form of a narrative or chronological summary of the events that occurred.

Where do I submit the arbitration request?

If your request for arbitration is with another member of the Denver Metro Association of REALTORS®, submit the request to Cindy Goins at cgoins@dmarealtors.com. If your request for arbitration is with a member of another Board/Association, it should be filed with the Colorado Association of REALTORS®.

How do I know whether to file an ethics complaint or request arbitration?

Ethics complaints are filed about behavior; arbitration is requested when there is a commission dispute.

Can I file an arbitration request and an ethics complaint at the same time?

Yes. Both case types can be filed at the same time. If the cases go to hearing, arbitration hearings are held first.

Who establishes the rules that the Denver Metro Association of REALTORS® follows in handling arbitration?

The Denver Metro Association of REALTORS® has adopted the rules of the Code of Ethics and Arbitration Manual of the National Association of REALTORS®.

How long does the process take?

If arbitrations go to hearing, the process may take 2-3 months. This is because of the time that must be allowed for responses, proper notification, scheduling, etc.

Is arbitration binding?

Yes. Members agree to abide by the Code of Ethics, which includes binding arbitration.

Do I have to use the Denver Metro Association of REALTORS® arbitration if I have a commission dispute?

Yes. The Code of Ethics requires members to first submit to arbitration before taking a dispute to the civil courts.