



## **Ethics Complaints FAQs**

### **Is there a statute of limitations for filing ethics complaints?**

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

### **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.

### **Are complaints confidential? Who will see my complaint?**

All ethics complaints 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 ethics complaints.

### **Is there a special form I should use when filing an ethics complaint?**

File an ethics complaint using [Ethics Complaint Form E-1](#). Form E-1 should include a supporting document in the form of a narrative or chronological summary of the events that occurred.

### **Do I name the Article or Standard of Practice in my complaint?**

Ethics complaints should be filed based on the Articles of the Code of Ethics.

### **How do I know which Article of the Code of Ethics to name in my complaint?**

The Code of Ethics includes Standards of Practice which explain the types of behavior covered by each Article.

### **Where do I file the ethics complaint?**

Ethics complaints are filed with the Board/Association where the responding party holds membership.

**Who establishes the rules that DMAR follows in handling ethics complaints?**

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 ethics complaints go to hearing, the process may take two to three months. This is because of the time that must be allowed for responses, proper notification, scheduling, etc.

**What happens if someone is found in violation of an Article of the Code of Ethics?**

If the hearing panel finds that a member is in violation of the Code of Ethics, they have the authority to recommend that the Board of Directors impose disciplinary sanctions such as the completion of an education class on a given topic, fines, letters of warning and reprimand, suspension or termination of membership.