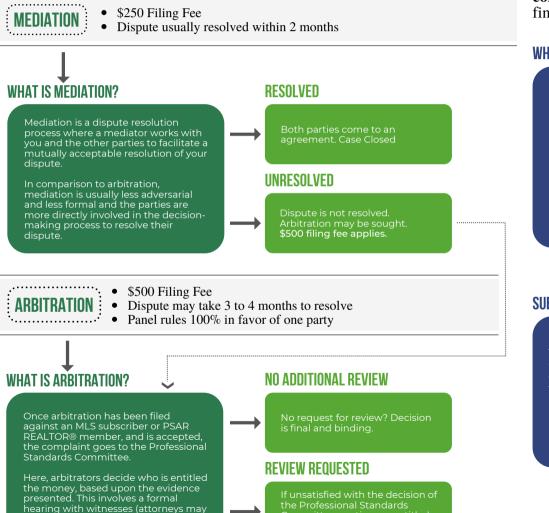
PROFESSIONAL STANDARDS

ARBITRATION

be present).

CONCERNED WITH MONEY ISSUES ONLY

Arbitrations decide, as a question of law, who is entitled to money in a commission dispute. An arbitration is conducted in a manner consistent with State law and respects an individual's due process rights. Arbitrations do not impose punishment.



to a request for review of the process from PSAR's Board of Directors. **\$500 filing fee applies.**

ETHICS COMPLAINTS

VIOLATIONS OF THE RULES AND PUNISHMENT

An ethics hearing only involves punishment for violation of the rules (either REALTOR® Code of Ethics or the MLS Rules and Regulations).

for review?

Ethics Complaints never involve the payment of money to the complainant, nor do they award damages to "injured parties." Any fine that is imposed is paid directly to PSAR.

WHAT HAPPENS?

Once a complaint has been filed against an PSAR REALTOR® or MLS Subscriber, the Grievance Committee determines if a Professional Standards Hearing should be held, or if the complaint should be dismissed as insufficient.

The Grievance Committee *does not decide guilt or innocence*, but takes a complaint on its face value.

If so, the complaint goes to the Professional Standards Committee for review.

SUBMIT FOR HEARING

The Professional Standards Committee panel hears evidence, questions witnesses and makes a twotiered decision:

 Was there a violation?
If so, the committee determines appropriate disciplinary action.

NO ADDITIONAL REVIEW

COMPLAINT DISMISSED

If unsatisfied with the

Committee, party is

of Directors.

decision of the Grievance

entitled to a request for

No request for review? PSAR's Board of Directors ratify.

REVIEW REQUESTED

Parties have 20 days to request review. PSAR's Board of Directors review.

"Arbitration" and "Ethics Complaints" are two separate complaints and cannot crossover.