

**GENERAL INSTRUCTIONS AND INFORMATION  
FOR FILING AND REPLYING TO ETHICS COMPLAINTS**

1. Complaints must be typewritten or printed and returned to the Association Office.
2. Any reply must be typewritten or printed and returned to the Association office within the required time period.
3. Complaints will be referred to the Grievance Committee. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the Professional Standards Secretary to arrange a hearing. If not found to constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee, together with information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.
4. If there is to be a hearing, the respondent will have fifteen (15) days from the date it was sent to reply. Copy of reply will be sent to complainant, the Association President, and the Professional Standards Committee Chairperson and Panelists. The date for hearing will be set and all parties will be notified of the date of hearing at least twenty-one (21) days in advance.
5. If no reply is received from respondent within fifteen (15) days from service of copy of the Ethics Complaint, date, time, and place of hearing will be set.
6. All parties may be represented by counsel, provided that notice of intention to be represented is transmitted to all other parties and to the association at least fifteen (15) days prior to the hearing. Failure to provide timely notice may result in a continuance of the hearing.
7. Names of witnesses shall be provided to all parties and to the association at least fifteen (15) days prior to the hearing. It is the responsibility of each party to arrange for his witnesses to be present at the hearing.
8. Either party may file with the CEO, within fifteen (15) days from the date the names of the members of the Professional Standards Committee are mailed to the parties, a written request for disqualification of any potential member of the Hearing Panel for any of the following reasons:
  1. Is related by blood or marriage to the complainant, respondent or a REALTOR® acting as counsel for either the complainant or respondent
  2. Is an employer, partner, or employee, or in any way associated in business with the complainant, respondent or a REALTOR® acting as counsel for either the complainant or respondent
  3. Is a party to the hearing, or a party or a witness in another pending case involving complainant or respondent
  4. Knows any reasons acceptable to the Hearing Panel or tribunal which may prevent him from rendering an impartial decision
9. The notice of hearing will contain names of members of the tribunal who will hear the case and should be accompanied by an "Outline of Procedure for Ethics Hearing" unless it was previously sent.
10. The parties shall not discuss the case with any member of the Hearing Panel or the Board of Directors at any time prior to announcement of a decision in the case.
11. No hearing will be held in the absence of a complainant. An ethics hearing may proceed in the absence of a respondent.