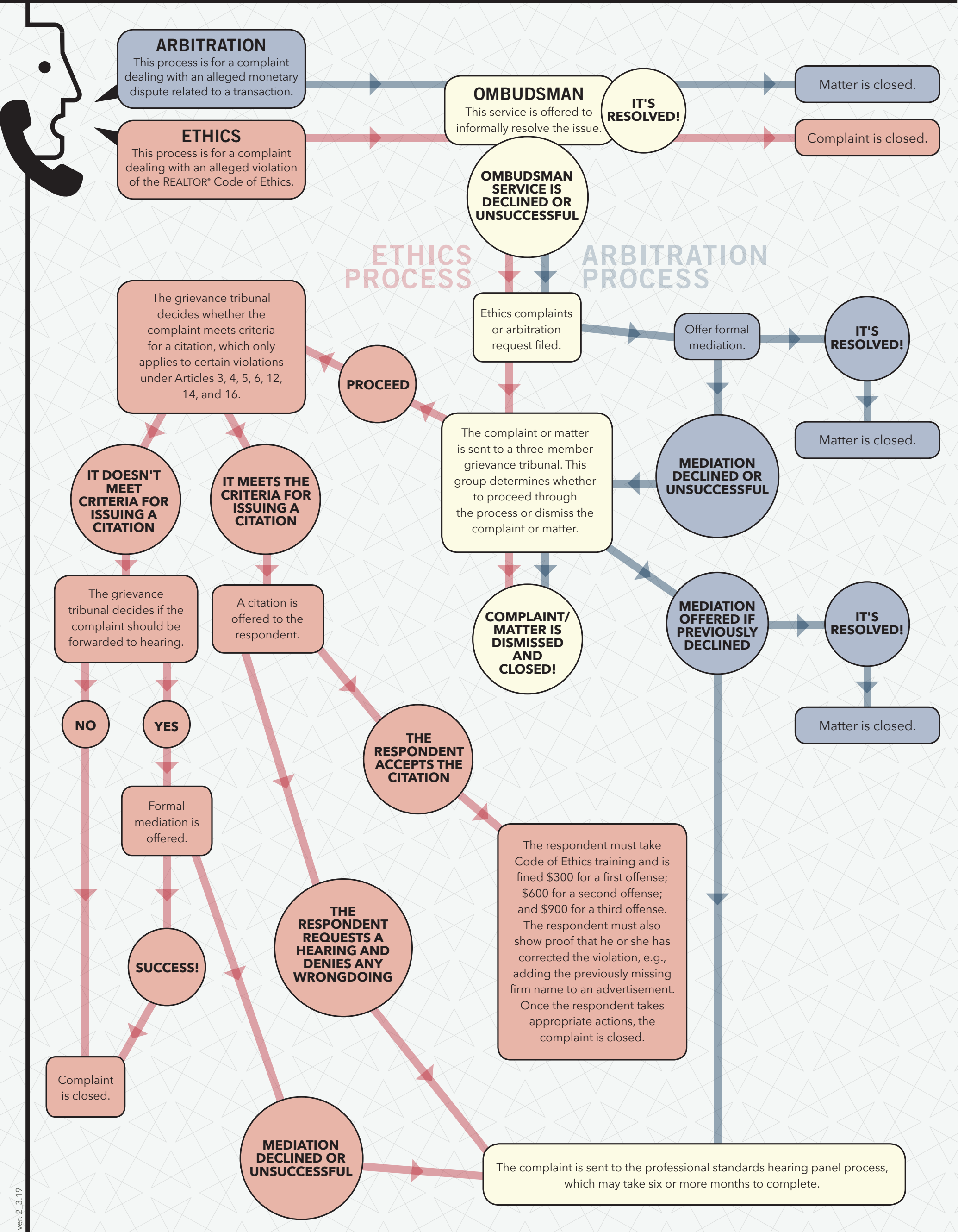# PROFESSIONAL STANDARDS PROCESS

ARBITRATION
This process is for a complaint dealing with an alleged monetary dispute related to a transaction.

ETHICS
This process is for a complaint dealing with an alleged violation of the REALTOR® Code of Ethics.

OMBUDSMAN
This service is offered to informally resolve the issue.

IT'S RESOLVED!

Matter is closed.

Complaint is closed.

OMBUDSMAN SERVICE IS DECLINED OR UNSUCCESSFUL

ETHICS PROCESS

ARBITRATION PROCESS

Ethics complaints or arbitration request filed.

Offer formal mediation.

IT'S RESOLVED!

Matter is closed.

The grievance tribunal decides whether the complaint meets criteria for a citation, which only applies to certain violations under Articles 3, 4, 5, 6, 12, 14, and 16.

PROCEED

The complaint or matter is sent to a three-member grievance tribunal. This group determines whether to proceed through the process or dismiss the complaint or matter.

MEDIATION DECLINED OR UNSUCCESSFUL

IT DOESN'T MEET CRITERIA FOR ISSUING A CITATION

IT MEETS THE CRITERIA FOR ISSUING A CITATION

MEDIATION OFFERED IF PREVIOUSLY DECLINED

IT'S RESOLVED!

Matter is closed.

The grievance tribunal decides if the complaint should be forwarded to hearing.

A citation is offered to the respondent.

COMPLAINT/MATTER IS DISMISSED AND CLOSED!

NO

YES

THE RESPONDENT ACCEPTS THE CITATION

Formal mediation is offered.

The respondent must take Code of Ethics training and is fined $300 for a first offense; $600 for a second offense; and $900 for a third offense. The respondent must also show proof that he or she has corrected the violation, e.g., adding the previously missing firm name to an advertisement. Once the respondent takes appropriate actions, the complaint is closed.

THE RESPONDENT REQUESTS A HEARING AND DENIES ANY WRONGDOING

SUCCESS!

Complaint is closed.

MEDIATION DECLINED OR UNSUCCESSFUL

The complaint is sent to the professional standards hearing panel process, which may take six or more months to complete.

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TEXAS REALTORS