

How to Submit a Complaint for MLS Violations Using CasePro

1

Navigate to <https://www.mymetrotex.com>.

1) Click on Matrix MLS Support

2) Click on Submit a Clear Cooperation Report / Showing Violation

2

Click "ADD A COMPLAINANT +"

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SUBMIT AN MLS VIOLATION

You must complete each step in the process before moving to the next step.
The rules violation complaint will not be submitted to MetroTex MLS until you have completed all steps and clicked submit.

STEP 1: Add a Complainant

Below is your information. You can add another Complainant to this submission by clicking on the "+" sign next to "Add a Complainant" below.

Who is the complainant? *

ADD A COMPLAINANT + **SAVE & CONTINUE TO STEP 2**

STEP 2: Add a Respondent, Rule(s) Violated and Provide a Description

STEP 3: Provide Supporting Documentation

STEP 4: Complaints Filed Elsewhere

STEP 5: Statement of Truth and Signature

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M.T. METROTEX

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Required fields are First Name, Last Name, Email Address, and Phone#. If you would like to file an anonymous complaint, you may type "anonymous" for the First and Last Name. For the email address, you may type in "noemail@noemail.com" and for the phone number (111) 111-1111.

4 Click the "Email" field.

SUBMIT AN MTS VIOLATION
You must complete each step in the process before moving to the next step.
The rules website is [here](#).

STEP 1: ADD A COMPLAINT
Below is your information. Use the information to add a complainant.

ADD A COMPLAINANT
Enter the Complainant's information associated with this Complaint. An entity or company may not be listed as "First Name" or "Last Name."

First Name	<input type="text" value="anonymous"/>	Last Name	<input type="text" value="anonymous"/>
Address	<input type="text" value="Enter Address"/>	City	<input type="text" value="Enter City"/>
State	<input data-bbox="742 571 901 593" type="text" value="Texas"/>	Zip	<input type="text" value="Enter Zipcode"/>
Email	<input data-bbox="742 616 981 638" type="text" value="Enter Email"/>	Phone	<input type="text" value="Enter Phone number"/>
Company	<input type="text" value="Enter Company Name"/>		

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MTS METROTEN

5 Click the "Phone" field.

COMPLAINANT
Complainant's information associated with this Complaint. An entity or company may not be listed as "First Name" or "Last Name."

First Name	<input type="text" value="anonymous"/>	Last Name	<input type="text" value="anonymous"/>
Address	<input type="text" value="Enter Address"/>	City	<input type="text" value="Enter City"/>
State	<input data-bbox="742 1512 901 1534" type="text" value="Texas"/>	Zip	<input type="text" value="Enter Zipcode"/>
Email	<input type="text" value="noemail@noemail.com"/>	Phone	<input data-bbox="758 1556 1061 1579" type="text" value="() - "/>
Company	<input type="text" value="Enter Company Name"/>		

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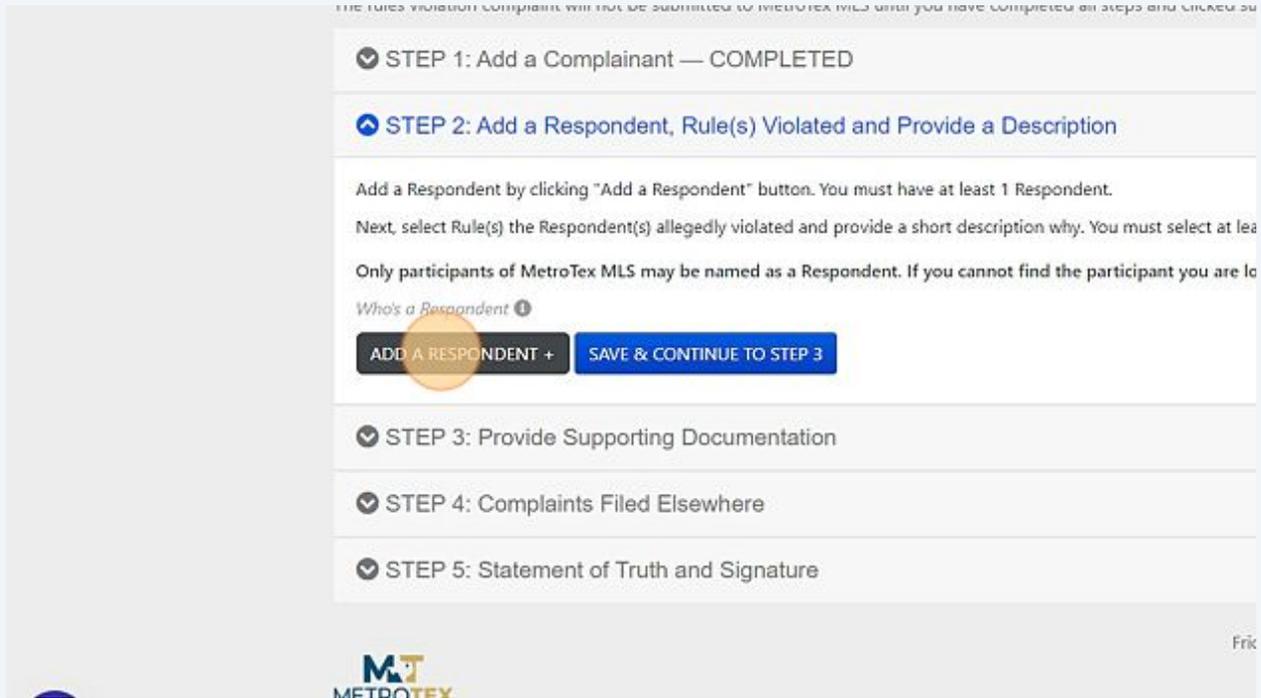
6 Click "SAVE COMPLAINANT"

The screenshot shows a form titled "ADD A COMPLAINANT" with the instruction: "Enter the Complainant's information associated with this Complaint. An entity or company may not be listed as 'First Name' or 'Last Name.'" The form contains the following fields: First Name (anonymous), Last Name (anonymous), Address (Enter Address), City (Enter City), State (Texas), Zip (Enter Zipcode), Email (noemail@noemail.com), and Phone ((111) 111-1111). A "Company" field with the placeholder "Enter Company Name" is also present. At the bottom, there are "CANCEL" and "SAVE COMPLAINANT" buttons. The "SAVE COMPLAINANT" button is highlighted with a yellow circle. In the background, a sidebar shows a progress indicator with steps 1 through 5, and the M.T. METROPLEX logo is visible at the bottom left.

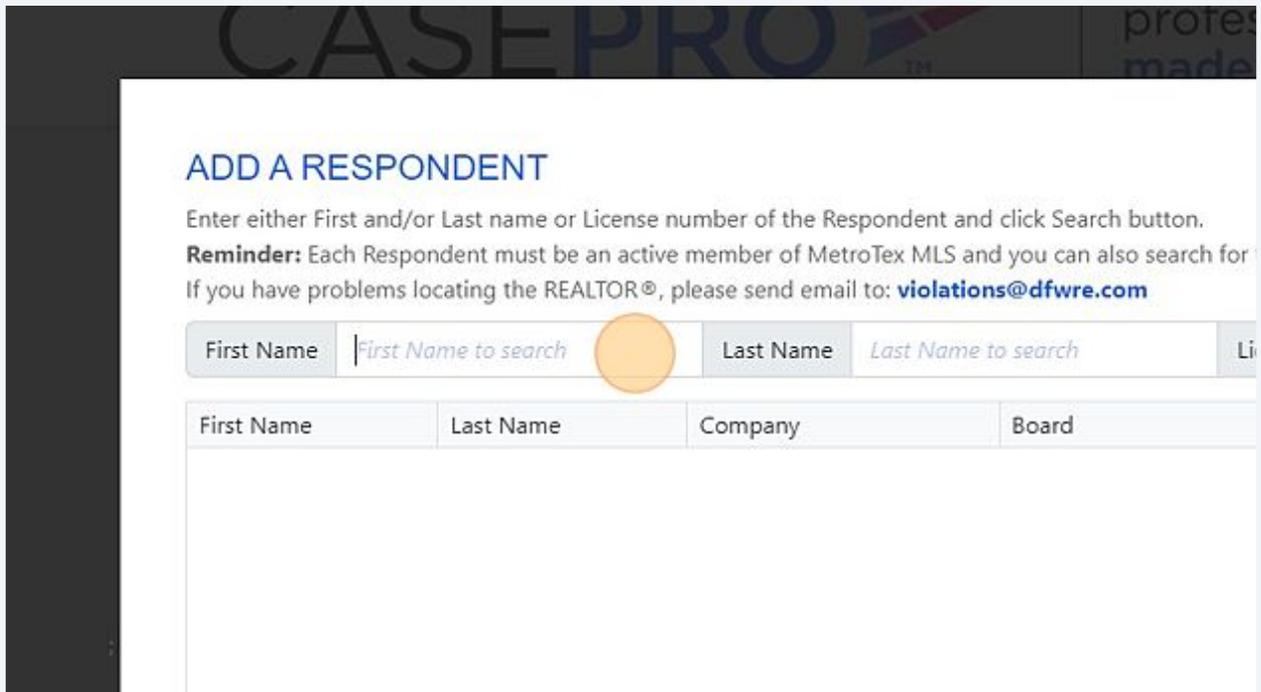
7 Review the information submitted so far, then click on Save & Continue to Step 2.

The screenshot displays a review screen with the following content: "Below is your information. You can add another Complainant to this submission by clicking on the **COMPLAINANT 1** [edit icon]". The information listed is: "anonymous anonymous", ", TX", "Email: noemail@noemail.com", and "Phone: (111) 111-1111". Below this is a section titled "Who is a Complainant?" with an information icon. Two buttons are present: "ADD A COMPLAINANT +" and "SAVE & CONTINUE TO STEP 2", with the latter highlighted by a yellow circle. At the bottom, a list of steps is shown: "STEP 2: Add a Respondent, Rule(s) Violated and Provide a Description", "STEP 3: Provide Supporting Documentation", and "STEP 4: Complaints Filed Elsewhere".

8 Click "ADD A RESPONDENT +"



9 The Respondent is the person you are filing the complaint against. If you are confident of their first and last name, you may enter their name.



10 Click the "Last Name to search" field.

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RESPONDENT

First and/or Last name or License number of the Respondent and click Search button.
Each Respondent must be an active member of MetroTex MLS and you can also search for them using the "Find a REALTOR" tool.
For problems locating the REALTOR®, please send email to: violations@dfwre.com

First Name to search Last Name Last Name to search License# License number to search

Last Name	Company	Board
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11 Or if you know the person's license# you name enter their license#. Please make sure you enter a Zero (0) in front of their TREC license#.

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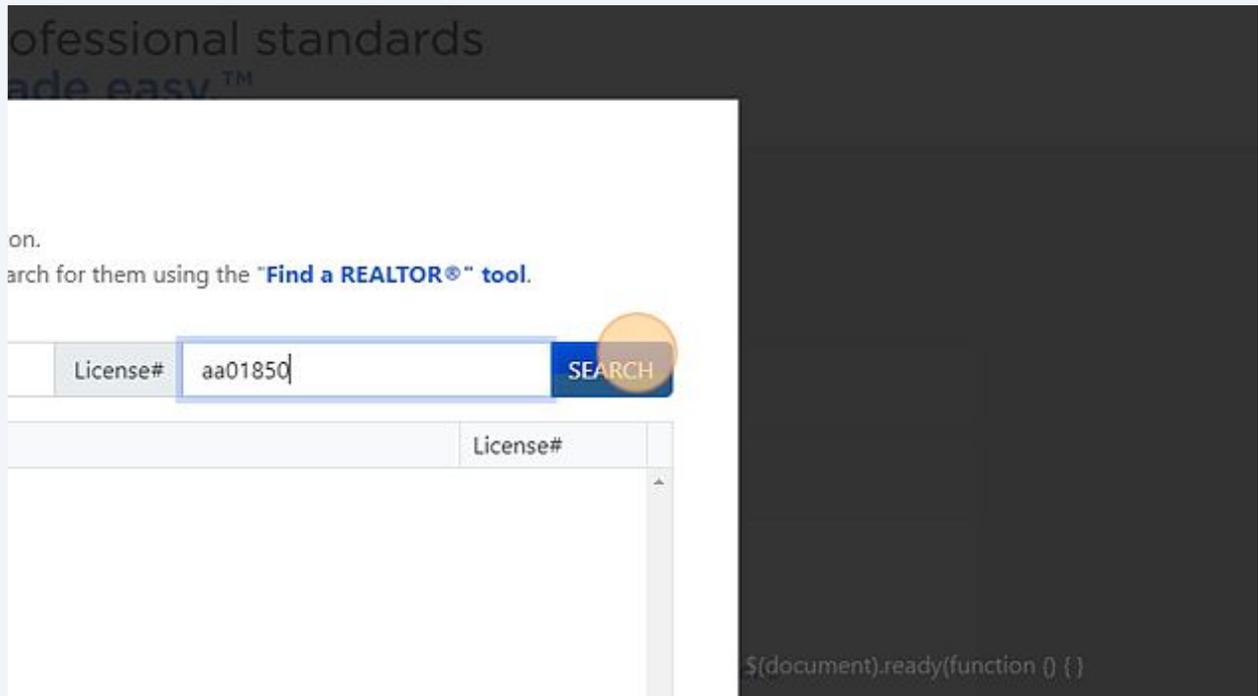
First and/or Last name or License number of the Respondent and click Search button.
Each Respondent must be an active member of MetroTex MLS and you can also search for them using the "Find a REALTOR" tool.
For problems locating the REALTOR®, please send email to: violations@dfwre.com

Last Name to search License# License number to search SEARCH

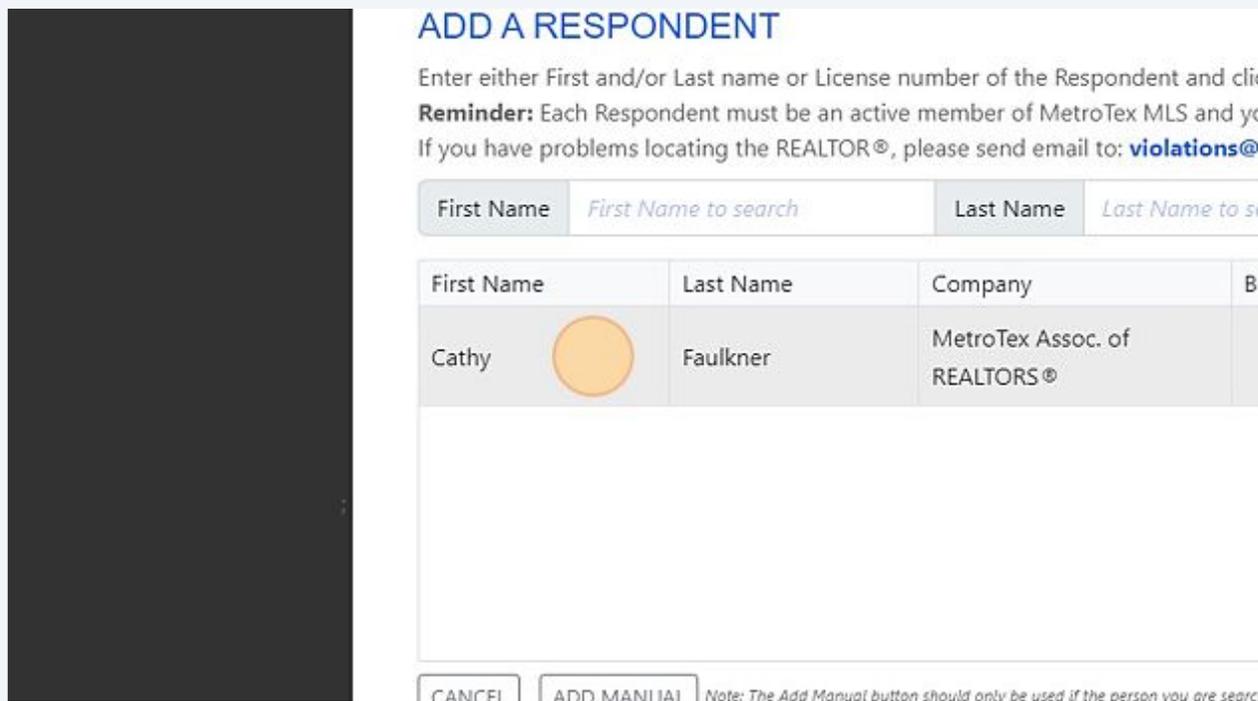
Board	License#
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\$(document).ready(function() {

12 Once you enter the license #, you must click "SEARCH".



13 Click on the name of the Respondent.





Tip! Only those MLS Participants and Subscriber who receive their MLS Services through MetroTex will be available for this search. If the person does not come up in this search, you may contact the MLS Department at 214-540-2755 for assistance. If the Respondent receives MLS from another Association, you will be directed to file the complaint with that Association.

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Click here to choose the MLS Violation being reported.

ADD A RESPONDENT

Cathy Faulkner | MetroTex Assoc. of REALTORS® **BOARD:**

Please select the Rule(s) allegedly violated and provide in the box underneath of the Rule(s) alleged in this Complaint. You must select at least one Rule and

MLS Violations - Rules

STEP 4: Complaints Filed Elsewhere

STEP 5: Statement of Truth and Signature

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Click the "Section 7 - Listing Procedures" field. There are only 2 categories of violations that may be reported through Case Pro. Those are complaints alleging a violation of the Clear Cooperation Policy or Showing/Supra Key Sharing Violations.

Cathy FAURIEL | METROTEX ASSOC. OF REALTORS® BOARD

Please select the Rule(s) allegedly violated and provide in the box underneath of the Rule(s) alleged in this Complaint. You must select at least one Rule and

MLS Violations - Rules

Mouse over the **i** next to the Rule Name to see a description of that Rule.

- Section 7 - Listing Procedures **i**
- Section 8 - Showing **i**
- Key Services, Inc. Paragraph 4 **i**
- Key Services, Inc. Paragraph 9 **i**

CANCEL SUBMIT

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In the description box, you will describe the violation reported.

Please select the Rule(s) allegedly violated and provide in the box underneath of the Rule(s) alleged in this Complaint. You must select at least one Rule and

MLS Violations - Rules

Mouse over the **i** next to the Rule Name to see a description of that Rule.

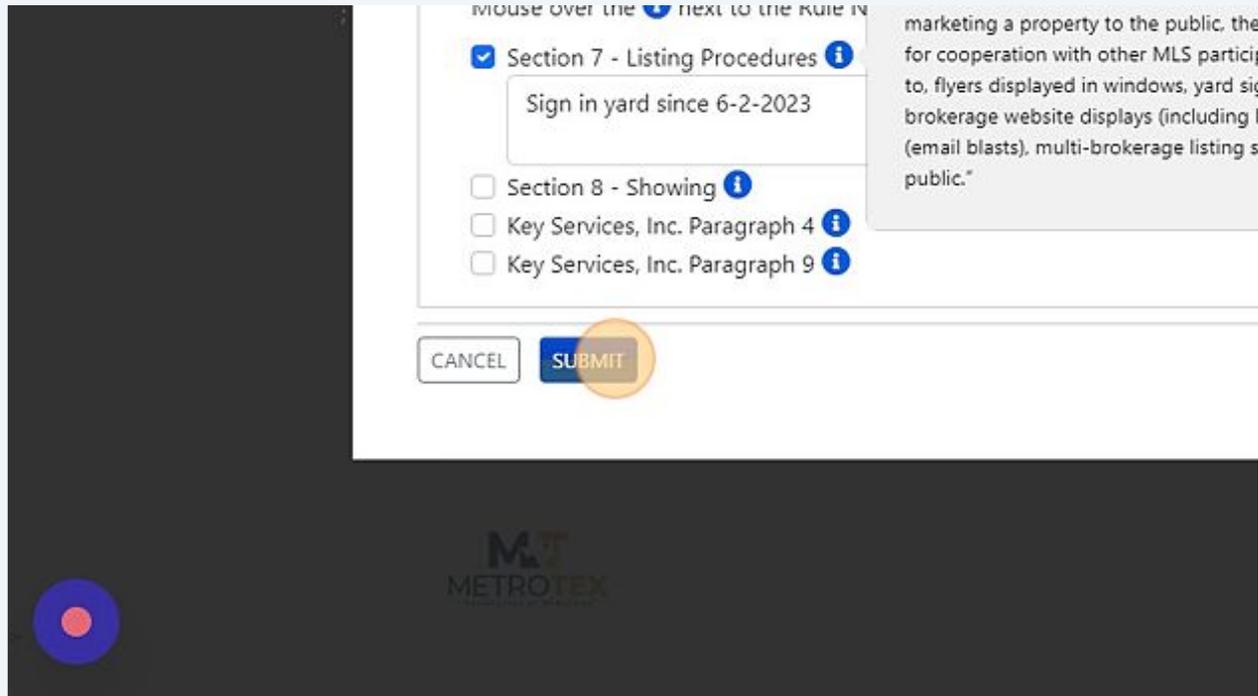
- Section 7 - Listing Procedures **i**
- Section 8 - Showing **i**
- Key Services, Inc. Paragraph 4 **i**
- Key Services, Inc. Paragraph 9 **i**

CANCEL SUBMIT

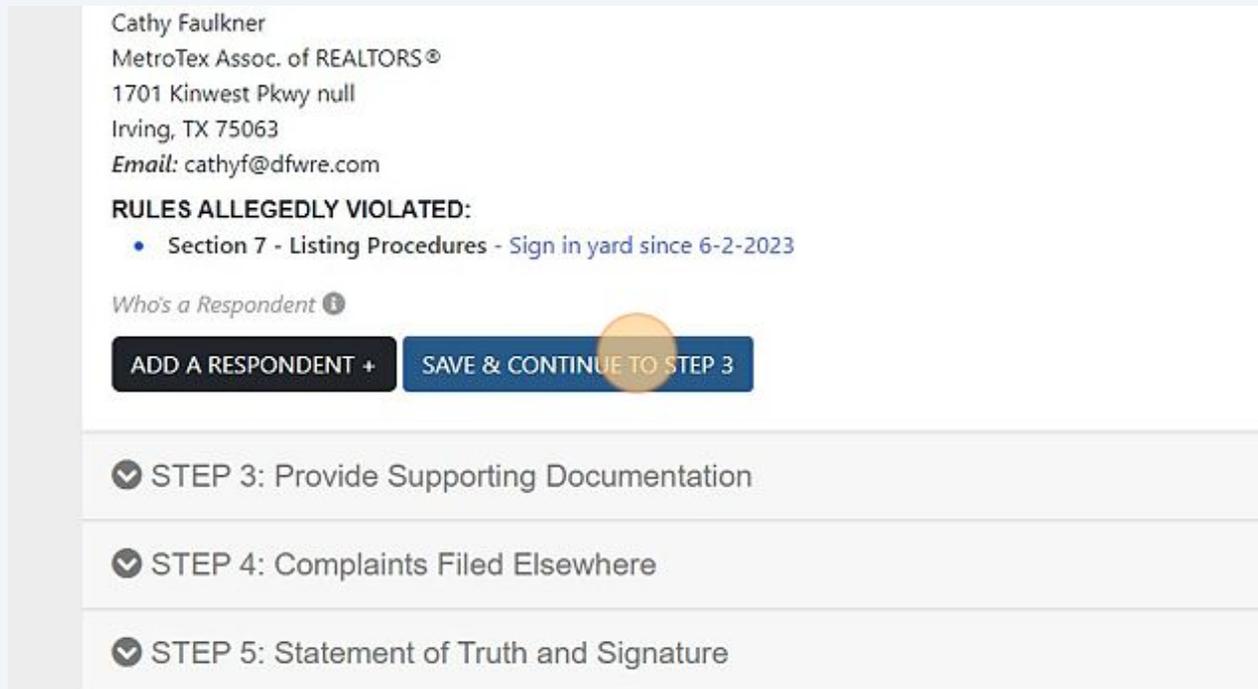
17 If this is a Clear Cooperation Violation, you might enter a description such as "Sign in yard since 6-2-2023"

18 Click on the "i" icon to the right of the violation to see a complete description of the violation.

19 Click "SUBMIT"



20 Click "Save & Continue to Step 3"



21

Click the "Relevant Documents" field. You may also choose any of the other categories of supporting documents that you plan to provide with your complaint. For Clear Cooperation Violations, evidence of the violation must be provided of the marketing.

Once all case documents have been reviewed by staff, a determination will disposition. Staff make no determination as to whether a violation of the M Respondent through the Response Form or by an MLS Hearing Panel after

Only documents with following extensions (.pdf, .png, .jpg) can be upload

Maximum allowed file size is (50 MB)

YOU MUST WAIT until the progress indicator for all your docum TO STEP 4" button.

- Relevant Documents
- Other Relevant Correspondence
- Contracts / Forms
- Any Statements, Affidavits, Depositions, Letters from Witnesses
- Notification and Contact information of Legal / REALTOR® Counsel
- Notification and Contact information of Witnesses
- Chronology of Timeline

Browse computer to select and upload document:

22

Click this file field.

- Relevant Documents
- Other Relevant Correspondence
- Contracts / Forms
- Any Statements, Affidavits, Depositions, Letters from Witnesses
- Notification and Contact information of Legal / REALTOR® Counsel
- Notification and Contact information of Witnesses
- Chronology of Timeline

Browse computer to select and upload document:

SELECT FILE(S) TO UPLOAD...

DROP FILES HERE TO UPLOAD

YOU MUST WAIT until the progress indicator for all your document(s) TO STEP 4" button.

SAVE & CONTINUE TO STEP 4

23 Once the document is uploaded, you will choose "Save & Continue to Step 4"

The screenshot shows a file upload confirmation box at the top with a document icon, the filename 'Yardsign.jpg', and the text 'File(s) uploaded successfully.' Below this is a red instruction: 'YOU MUST WAIT until the progress indicator for all your document(s) TO STEP 4" button.' A blue button with white text 'SAVE & CONTINUE TO STEP 4' is highlighted with a yellow circle. Below the button is a list of steps: 'STEP 4: Complaints Filed Elsewhere' and 'STEP 5: Statement of Truth and Signature'. The MT logo is visible at the bottom.

24 Step 4 is a simple yes or no question. If you are aware that an Ethics case has been filed related to this issue, then choose Yes. If you are not aware of any Ethics case being filed related to this issue, select No.

The screenshot shows a list of steps: 'STEP 2: Add a Respondent, Rule(s) Violated and Prov', 'STEP 3: Provide Supporting Documentation — COMP', 'STEP 4: Complaints Filed Elsewhere', and 'STEP 5: Statement of Truth and Signature'. Step 4 is selected and highlighted in blue. Below Step 4 is a question: 'Are the circumstances giving rise to this Rules Complaint involved in any Et'. Below the question are two radio button options: 'Yes' and 'No'. The 'No' option is highlighted with a yellow circle. A blue button with white text 'SAVE & CONTINUE TO STEP 5' is positioned below the radio buttons. The MT logo is visible at the bottom.

25 Then choose "Save & Continue to Step 5".

STEP 3: Provide Supporting Documentation — COMPLETED

STEP 4: Complaints Filed Elsewhere

Are the circumstances giving rise to this Rules Complaint involved in any Ethics proceeding?

Yes No

SAVE & CONTINUE TO STEP 5

STEP 5: Statement of Truth and Signature

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26 In Step 5, you will enter the information you have about the listing being reported. If there is no MLS#, please enter 99999. You must provide a property address.

STEP 1: Add a Complaint — COMPLETED

STEP 2: Add a Respondent, Rule(s) Violated and Provide a Description — COMPLETED

STEP 3: Provide Supporting Documentation — COMPLETED

STEP 4: Complaints Filed Elsewhere — COMPLETED

STEP 5: Statement of Truth and Signature

Complainant's Acknowledgement
This Complaint is true and correct to the best knowledge and belief of the undersigned. I understand that by signing below, I agree to have all correspondence electronically to the email address provided above in Step 1, and I am solely responsible for ensuring such emails are not blocked. I also agree that my electronic signature is the legal equivalent of my manual signature on this agreement.

MLS# Listing Property Address

Electronic Signature Enter Authorized Signature as shown below: Re-enter Authorized Signature:

Complainant 1

NOTE: Please type over your name as it appears in the boxes above to authorize your signature.

SUBMIT

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27 Type "9999999 **TAB** Then enter street name.

28 The very last item of Step 5 is your digital signature. If you filed the complaint anonymously, you must sign the acknowledgement by entering the first and last name in both of the "Authorized Signature" fields. The names must be entered exactly as entered on Step 1 of the complaint. The exact name shows in gray in the "Authorized Signature" fields.

STEP 5: Statement of Truth and Signature

Complainant's Acknowledgement
This Complaint is true and correct to the best knowledge and belief of the undersigned. I understand that I am electronically signing this complaint to the email address provided above in Step 1, and I am solely responsible for ensuring such. I also agree that my electronic signature is the legal equivalent of my manual signature on this agreement.

MLS# Listing Property Address

Electronic Signature Enter Authorized Signature as shown below:

Complainant 1

NOTE: Please type over your name as it appears in the boxes above to authorize your signature.

SUBMIT

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ASSOCIATION OF REALTORS

29 Click the "Authorized Signature" field.

the undersigned. I understand that by signing below, I agree to have all correspondence and notices sent solely responsible for ensuring such emails are not blocked.
manual signature on this agreement.

Property Address

in Street

Below:

Re-enter Authorized Signature:

anonymous anonymous

Click in the boxes above to authorize your signature.

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30 Type "anonymous anonymous"

31 Your final step is the click "Submit"

Complainant's Acknowledgement
This Complaint is true and correct to the best knowledge and belief of the complainant, and I am submitting this complaint electronically to the email address provided above in Step 1, and I am solely responsible for the accuracy of the information provided. I also agree that my electronic signature is the legal equivalent of my manual signature.

MLS# Listing Proper

Electronic Signature Enter Authorized Signature as shown below

NOTE: Please type over your name as it appears in the listing.

SUBMIT



34 Once you click on Submit, a confirmation page will display.

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THANK YOU FOR YOUR SUBMISSION

Thank you for submitting your MLS Rule Violation Case# **MV-23-21** through the MetroTex MLS website.

You will be notified once your complaint is processed. The MetroTex MLS is not empowered to award damages.

If you have any questions regarding your submission, please call the MetroTex MLS Compliance at **214.540.2755**.

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