

# Ombudsman Process

at the  
Arizona Association of REALTORS®

Serving Local Member Signatory Associations:

Bullhead City / Mohave Valley \* Central Arizona \* Douglas \* Graham / Greenlee \* Green Valley \* Kingman / Golden Valley  
Lake Havasu \* La Paz \* Northern Arizona \* Phoenix \* Prescott Area \* Santa Cruz \* Sedona / Verde Valley \* Southeast Arizona  
Scottsdale Area \* Tucson \* West Maricopa County Regional Western Pinal \* White Mountain \* Yuma

The definition of Ombudsman is - “an official appointed to investigate complaints against public authorities, government departments, and institutions, or the people who work for them.”

## WHAT IS THE ARIZONA ASSOCIATION OF REALTORS® OMBUDSMAN OPTION?

Ombudsman Procedures adopted by the NATIONAL ASSOCIATION OF REALTORS® are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. Associations are charged with the responsibility of receiving and resolving ethics complaints, and hearing arbitration disputes. The Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

## HOW WILL I KNOW TO ASK FOR AN OMBUDSMAN?

Many “complaints” do not expressly allege violations of specific articles of the Code of Ethics and many do not concern conduct related to the Code. Some “complaints” are transactional, technical, and procedural questions that can be readily responded to. Some “complaints” are due strictly to a lack of communication.

## WHAT ARE REALTOR® OMBUDSMAN BENEFITS?

The Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues. You can receive Arizona real estate related information without judgment.

## WHO ARE THE OMBUDSMEN?

REALTORS® that qualify to be Ombudsmen must:

- be willing to participate in the program;
- meet criteria for experience;
- demonstrate objectivity;
- participate in a training program; and
- possess proven knowledge of the Code of Ethics.

## HOW DOES THE OMBUDSMAN PROCESS WORK?

The ARIZONA ASSOCIATION OF REALTORS® staff will assemble information to be sent to an AAR Ombudsman via e-mail. Staff will include the following information:

- Name, phone number, and role of the complainant (i.e.: public, REALTOR®, buyer, seller, etc.)
- Name, phone number, and role of the respondent (i.e., agent, principal broker, office manager.)
- If the respondent is an agent, include the name of principal broker and/or office manager.

The AAR Ombudsman will make all necessary contacts in an attempt to resolve the Complainant’s “complaint”. If the Ombudsman’s efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant’s issues, the Complainant will be advised by the Ombudsman about the next step in the complaint process is.



255 East Osborn Road, Suite 200  
Phoenix, Arizona 85012  
Voice: 602-248-7787  
Fax: 602-351-2474  
www.aaronline.com

The terms REALTOR®, REALTORS®, and REALTOR-ASSOCIATE® are registered collective membership marks which may only be used by real estate professionals who are members of the NATIONAL ASSOCIATION OF REALTORS® and who subscribe to its strict Code of Ethics.

09/08