

**Arizona Association of REALTORS®
2011 Professional Standards Statistics**

ETHICS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Complaints filed	26	38			64
In process - current year	26	40			40
In process - prior year	66	58			58
Filed by Members	6	5			11
Filed by Public	20	33			53
Withdrawn prior to GVC	1	1			2
Not reviewed by GVC	3	3			6

GRIEVANCE COMMITTEE					
Forwarded	20	19			39
Dismissed	7	16			23
Held in Abeyance	1	27			27

HEARINGS					
Held	7	5			12
Pending	20	22			22
Withdrawn prior to hearing	0	5			5
No-shows	0	0			0
Found with violations	2	3			5
Found with no violations	5	2			7
Appeals	1	0			1
Rehearing	0	0			0

	ARTICLES CHARGED			Hearing Results	
	Charged YTD	Forwarded YTD	Dismissed YTD	EXCOM No Violation YTD	EXCOM Violation YTD
Article 1	38	17	21	12	5
Article 2	29	16	13	16	1
Article 3	13	2	11	17	0
Article 4	4	2	2	17	0
Article 5	5	0	5	17	0
Article 6	1	0	1	16	1
Article 7	1	1	0	17	0
Article 8	1	0	1	17	0
Article 9	11	4	7	16	1
Article 10	1	0	1	17	0
Article 11	2	0	2	17	0

Article 12	15	6	9	16	1
Article 13	0	0	0	17	0
Article 14	1	0	1	17	0
Article 15	6	1	5	16	1
Article 16	6	1	5	15	2
Article 17	1	0	1	17	0

DISCIPLINE RECOMMENDED	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Letter of Warning	2	2			4
Letter of Reprimand	2	3			5
Education	3	3			6
Probation	0	0			0
Suspension	0	0			0
Expulsion	0	0			0
Fines - \$250 to \$5,000	1	1			2

ARBITRATIONS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	5	7			12
In process - prior year	1	0			0
Filed by Members	5	7			12
Filed by Public	0	0			0
Resolved prior to GVC	0	0			0

GRIEVANCE COMMITTEE					
Dismissed	1	1			2
Forwarded / Mandatory	3	6			9
Forwarded / Voluntary	0	0			0

HEARINGS					
Held	3	2			5
Pending	3	7			10
Withdrawn prior to hearing	3	0			3
Dismissed by panel	0	0			0
Procedural reviews heard	0	0			0

MONETARY AWARDS	Requests YTD	Awards YTD
\$0 - \$999	1	0
\$1,000 - \$3,000	4	1
\$3,001 - \$5,000	2	0
\$5,001 - \$10,000	3	0
\$10,001 - \$20,000	1	0
\$20,001 + Over	1	1

OMBUDSMAN					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	14	32			46
In process	0	1			1
Resolved	9	21			30
Unresolved	4	9			13
Involved existing ethics complaint	0	1			1
Resolved existing ethics complaint	0	0			0

MEDIATION / NO COMPLAINT FILED					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	3	2			5
In Process	2	0			2
Filed by Member	3	2			5
Filed by Public	0	0			0
Held	0	1			1
Success	0	1			1
Unsuccessful	0	0			0
Withdrawn	0	1			1
No Action / Refused by Member	1	1			2
No Action / Refused by Public	0	0			0

MEDIATION of ETHIC COMPLAINTS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	10	8			18
In Process	2	1			3
Filed by Member	2	3			5
Filed by Public	8	5			13
Held	0	2			2
Success	0	1			1
Unsuccessful	0	0			0
Withdrawn	1	4			5
No Action / Refused by Member	0	2			2
No Action / Refused by Public	3	2			5

MEDIATION of ARBITRATION DISPUTES					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	2	4			6
In Process	2	0			2
Filed by Member	2	3			5
Filed by Public	0	1			1
Held	0	1			1
Success	0	1			1

Unsuccessful	0	0			0
Withdrawn	0	0			0
No Action / Refused by Member	2	2			4
No Action / Refused by Public	0	0			0

LOCAL ASSOCIATION FILINGS

1ST QTR

2ND QTR

3RD

	Ethics	Arbitration	Ethics	Arbitration	Ethics
Bullhead City/Mohave Valley	1	0	0	0	
Casa Grande	0	0	0	0	
Central Arizona	0	1	1	0	
Douglas	1	0	0	0	
Graham/Greenlee	0	0	0	0	
Green Valley	0	0	1	0	
Kingman/Golden Valley	1	0	0	0	
Lake Havasu	0	0	0	0	
La Paz	0	0	0	0	
Northern Arizona	1	0	1	0	
Phoenix	7	2	10	0	
Prescott Area	0	1	1	0	
Santa Cruz County	0	0	0	0	
Scottsdale	6	0	14	4	
Sedona/Verde Valley	0	0	0	0	
Southeast Arizona	0	0	1	0	
Tucson	3	0	3	0	
West Maricopa	4	1	3	2	
White Mountains	0	0	1	0	
Yuma	0	0	0	0	
Non-Signatory Association	0	0	0	0	
Southeast Valley Regional	0	0	0	1	

QTR		4TH QTR		TOTAL
Arbitration	Ethics	Arbitration	YTD	
			1	
			0	
			2	
			1	
			0	
			1	
			1	
			0	
			0	
			2	
			19	
			2	
			0	
			24	
			0	
			1	
			6	
			10	
			1	
			0	
			0	
			1	