

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

ETHICS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Complaints filed	26	38	31		95
Filed by Members	6	5	7		18
Filed by Public	20	33	24		77
Withdrawn prior to GVC	1	1	2		4
Not reviewed by GVC	3	3	7		13

ETHICS					
Pending - current year	26	40	49		49
In Process - prior years	66	58	38		38
Held in Abeyance (ALL)	1	0	31		31

GRIEVANCE COMMITTEE					
Forwarded	20	19	27		66
Dismissed	7	16	4		27

HEARINGS					
Held	7	5	7		19
Pending	20	22	16		22
Withdrawn prior to hearing	0	0	3		3
No-shows	0	0	0		0
Found with violations	2	3	2		7
Found with no violations	5	2	4		11
Appeals	1	0	0		1
Rehearing	0	0	0		0

ARTICLES CHARGED				Hearing Results	
	Charged YTD	Forwarded YTD	Dismissed YTD	EXCOM No Violation YTD	EXCOM Violation YTD
Article 1	58	35	23	10	5
Article 2	37	26	11	6	1
Article 3	16	4	12	1	0
Article 4	5	2	3	1	0
Article 5	5	2	3	1	0
Article 6	2	0	2	0	1
Article 7	2	1	1	0	0
Article 8	3	1	2	2	0
Article 9	15	8	7	1	1
Article 10	3	0	3	0	0
Article 11	8	2	6	3	0
Article 12	26	12	14	0	0
Article 13	2	1	1	1	0
Article 14	3	0	3	1	0
Article 15	12	5	7	1	2
Article 16	10	5	5	1	2
Article 17	1	0	1	0	0

DISCIPLINE RECOMMENDED	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Letter of Warning	2	2	0		4
Letter of Reprimand	2	3	3		8
Education	3	3	3		9
Probation	0	0	0		0
Suspension	0	0	0		0
Expulsion	0	0	0		0
Fines - \$250 to \$5,000	1	1	1		3

ARBITRATIONS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	5	7	9		21
In process - prior year	1	0	0		0
Filed by Members	5	7	8		20
Filed by Public	0	0	1		1
Resolved prior to GVC	0	0	0		0

GRIEVANCE COMMITTEE					
Dismissed	1	1	2		4
Forwarded / Mandatory	3	6	5		14
Forwarded / Voluntary	0	0	0		0

HEARINGS					
Held	3	2	3		8
Pending	3	7	4		14
Withdrawn prior to hearing	1	0	1		2
Dismissed by panel	0	0	0		0
Procedural reviews heard	0	0	0		0

MONETARY AWARDS	Requests YTD	Awards YTD
\$0 - \$999	1	1
\$1,000 - \$3,000	6	1
\$3,001 - \$5,000	3	0
\$5,001 - \$10,000	6	0
\$10,001 - \$20,000	4	1
\$20,001 + Over	2	1

OMBUDSMAN

	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	14	32	42		88
In process	0	1	2		3
Resolved	9	21	32		62
Unresolved	4	9	8		21
Involved existing ethics complaint	0	1	3		4
Resolved existing ethics complaint	0	0	2		2

MEDIATION / NO COMPLAINT FILED

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Withdrawn	0	1	0		1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

MEDIATION of ETHIC COMPLAINTS

	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	10	8	10		28
In Process	2	1	3		3
Filed by Member	2	3	2		7
Filed by Public	8	5	8		21
Held	0	1	3		4
Success	0	1	3		4
Unsuccessful	0	0	0		0
Withdrawn	1	4	2		7
No Action / Refused by Member	0	2	1		3
No Action / Refused by Public	3	2	2		7

MEDIATION of ARBITRATION DISPUTES

	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	2	4	5		11
In Process	2	0	1		1
Filed by Member	2	3	5		10
Filed by Public	0	1	0		1
Held	0	1	1		2
Success	0	1	0		1
Unsuccessful	0	0	1		1
Withdrawn	0	0	0		0
No Action / Refused by Member	2	2	4		8
No Action / Refused by Public	0	0	0		0

LOCAL ASSOCIATION FILINGS

1ST QTR

2ND QTR

	Ethics	Arbitration	Ethics	Arbitration
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
	24	5	36	7

LOCAL ASSOCIATION FILINGS

3RD QTR

4TH QTR

	Ethics	Arbitration	Ethics	Arbitration
Bullhead City/Mohave Valley	0	1		
Casa Grande	1	0		
Central Arizona	0	0		
Douglas	0	0		
Graham/Greenlee	1	0		
Green Valley	0	0		
Kingman/Golden Valley	1	1		
Lake Havasu	0	0		
La Paz	0	0		
Northern Arizona	2	0		
Phoenix	5	1		
Prescott Area	4	0		
Santa Cruz County	0	0		
Scottsdale	6	4		
Sedona/Verde Valley	0	0		
Southeast Arizona	0	1		
Tucson	4	0		
West Maricopa	6	1		
White Mountains	1	0		
Yuma	0	0		
Non-Signatory Association	0	0		
Southeast Valley Regional	0	0		
	31	9		