Complaint Filing Options

**FORMAL PROCESS**

### Ethics
- Written Complaint
- Grievance Review

- **Complaint is Accepted**
  - Refer to a hearing as presented or
  - Amended to add/dismiss Articles/Respondents or
  - Respondent may be offered a Citation or
  - Complainant may appeal dismissals

- **Complaint is Dismissed**
  - Not timely filed or
  - Does not support a violation of the Code of Ethics or
  - Complainant may appeal dismissals

- **Grievance Decision is Appealed**
  - Appeal request is upheld and request proceeds or
  - Appeal request is denied

### Arbitration
- Written Request
- Grievance Review

- **Request is Referred to a Hearing**
  - Mandatory arbitration or
  - Voluntary arbitration

- **Request is Dismissed**
  - Not timely filed or
  - Not arbitrable or
  - Amount is too large/too small
  - Too legally complex or
  - No jurisdiction

- **Grievance Decision is Appealed**
  - Appeal request is upheld and request proceeds or
  - Appeal request is denied

### Ombudsman
- Written Request
- Phone Call
- Conference
- Resolution

### Mediation
- Written Request
- Hearing Held
- Award Decision
- Procedural Review
- Executive Committee Review

**VOLUNTARY PROCESS**

- Written Request
- Grievance Review

- **Citation Offered**
- Written Reply
- Hearing Held
- Decision - Violation / No Violation
- Appeal

- **Executive Committee Review**

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