

ARIZONA ASSOCIATION OF REALTORS® OMBUDSMAN PROGRAM

WHAT IS THE OMBUDSMAN PROGRAM?

The ombudsman program is an alternative dispute resolution program offered to members, clients and consumers.

Ombudsmen respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

All parties receive Arizona real estate related information without judgment.

WHAT ARE REALTOR® OMBUDSMAN ADVANTAGES?

Ombudsmen facilitate conflict resolution and resolve miscommunication prior to matters progressing into a dispute and possible charges of unethical conduct. The advantages are a win-win for all parties.

CLIENT/CONSUMER ADVANTAGES:

- Ombudsman requests are addressed quickly, which is so often what consumers want.

- Allows consumers access to someone who will listen to their problem.
- Resolution without incurring the expense of legal counsel.

REALTOR® MEMBER ADVANTAGES:

- Allows broker/manager to become aware of problems prior to a formal complaint being filed or forwarded.
- Allows the Association to become aware of repeat issues on a timely basis.
- Savings on REALTOR® volunteer time (less hearings, etc.).

HOW DOES THE OMBUDSMAN PROCESS WORK?

The Arizona Association of REALTORS® staff screens all ombudsman requests to determine if the submission meets the criteria needed to utilize a trained ombudsman.

Persons filing complaints or inquiring about the process for filing ethics complaints are advised that ombudsman services are available and often prove an effective way to informally resolve their complaint.

Upon confirmation that a submission meets the criteria, Arizona Association of REALTORS® staff assigns the request to an ombudsman. The ombudsman contacts the party within 24-48 hours. Depending on the nature of the request, the ombudsman may proceed in one of the following ways: (1) answer general and/or procedural questions; (2) explain possible avenues that might resolve the issue or achieve the desired outcome; or (3) if given permission, contact the respondent to relay the other party's concerns and facilitate a mutually acceptable resolution.

Although not all complainants agree to utilize an ombudsman, those that do are frequently rewarded with a quick resolution.

FOR FURTHER INFORMATION VISIT:

www.aaronline.com/resolve-disputes/ombudsman/

Or for more information contact Tammy Franco, Professional Standards Coordinator at omb@aaronline.com or 602-248-7787.



255 E. Osborn Rd., Suite 200 • Phoenix, AZ 85012
Telephone: 602.248.7787 • Toll-free in AZ: 800.426.7274
www.aaronline.com