

Filing an ethics complaint against a REALTOR® is a time-consuming process. With the Citation System, respondents can elect to avoid the lengthy hearing process when a REALTOR® or a member of the public files a complaint against them.

HOW THE CITATION SYSTEM WORKS

- ◆ A REALTOR® or member of the public would file a complaint in the customary manner.
- ◆ If the Grievance Committee decides that the Articles cited in the complaint make the case eligible for the Citation System, the respondent will be notified and given ten(10) days to elect to participate in the Citation System.
- ◆ If the respondent agrees to the Citation System, he/she would pay the standard, pre-set fine associated with that Article.
- ◆ Included in this brochure is a list of violations that are eligible for this process. For a full description of ALL Code of Ethics violations, visit fayettevillencrealtors.com.

TO FILE A COMPLAINT:

Contact the Fayetteville
Regional Association of
REALTORS®, Inc. at
910-323-1421

or frar@fayettevillencrealtors.com
to obtain a copy of the
appropriate complaint forms



Fayetteville Regional Association of
REALTORS®

P.O. Box 53189

Fayetteville, N.C. 28305

910-323-1421

www.fayettevillencrealtors.com



CITATION SYSTEM FOR CODE OF ETHICS VIOLATIONS



Fayetteville Regional
Association of REALTORS®,
Inc. ongoing effort to increase
professionalism in the
marketplace for our
membership, streamline the
ethics hearing process and
protect the interests of the
general public.

WHY SHOULD A RESPONDENT ELECT TO USE THIS SYSTEM?

BACKGROUND

Fayetteville Regional Association of REALTORS® Professional Standards and Grievance Committee is charged with upholding the highest principles of the Association and ensuring that members adhere to the REALTOR® Code of Ethics. Over the years, members have sought ways to avoid time-consuming ethics complaint filings and hearings. In response, Fayetteville Regional Association of REALTORS® introduced a new Citation System effective January 1, 2016.

- ◆ **For Respondents**, electing the Citation System avoids an uncomfortable and often time-consuming hearing process while still respecting their due process rights since they may elect NOT to sue the Citation System and proceed with a full hearing. The Citation System is as confidential as the hearing process.
- ◆ **For Complainants**, there may be less time involved, yet justice will still be served, thereby protecting the industry from unethical behavior. However, if the Respondent elects to have a hearing, the Complainant would need to be prepared to attend.

CODE OF ETHICS VIOLATIONS

Fines for each citable offense listed below shall be \$300 for a first citation, \$900 for a second citation, and \$1500 for a third citation issued in accordance with the rules established.

Article 1 (Supported by Standards of Practice 1-5, 1-6, 1-12, 1-13 and 1-16)

Article 3 (Supported by Standards of Practice 3-1, 3-4, 3-6, 3-8 and 3-9)

Article 4 (Supported by Second sentence)

Article 5 (limited to present interest, not contemplated)

Article 6 (Supported by First and second paragraph, Standards of Practice 6-1)

Article 12 (Supported by Standards of Practice 12-1, 12-2, 12-3, 12-4, 12-5, 12-6, 12-7, 12-8, 12-9, 12-10, 12-12, 12-13)

Article 14 (Supported by all of Article 14)

Article 16 (Supported by Standards of Practice 16-16 and 16-19)

Please note that the Citation System is limited to these violations only. Other Code of Ethics Violations and arbitration/mediation services follow the regular complaint process.

