

How to File A Complaint

To File an Ethics Complaint (No Filing Fee):

Any person, whether or not a member, may file a complaint against a member or an MLS participant alleging a violation of a membership or MLS duty. The complaint must be in writing, signed by the Complainant and state the facts upon which the complaint is based. A complaint must be filed within 180 days of the wrong complained of or its reasonable discovery.

When a complaint alleges a violation of the Code of Ethics, it should state the specific Article as the basis of the complaint, A Standard of Practice may be referred to as support for the alleged violation of the Article, but may not be the basis of the complaint.

Complete Ethics Complaint Form D-1 and return it to the Association office along with a detailed account of the events that took place and any evidence you want to submit. It will be reviewed by a member of the Grievance Committee at the next regularly scheduled meeting. They will review the complaint and determine whether or not a disciplinary complaint is appropriate for hearing.

To File an Arbitration Complaint (\$500.00 Filing Fee)

Both the Code of Ethics and Arbitration Manual and the N.A.R. Code of Ethics require members to arbitrate certain disputes with certain members and clients. Once a complaint is filed, the respondent also has the right to invoke arbitration by counterclaiming. An arbitration complaint must be filed with the Association within 180 days from the date the transaction closes. However, if the transaction has not closed (and never will), then it is 180 days from the time the facts giving rise to the dispute occurred.

Complete Arbitration Complaint Form A-1 and return to the Association office with a detailed outline of the events that took place including dates and any evidence you want to submit. You must specify a dollar amount in your claim.

If your complaint is against a member belonging to a different association; you must file an Interboard Arbitration with C.A.R. Call (213) 738-8200 for the appropriate paperwork to file an Interboard Arbitration. When both an Ethics Complaint and Arbitration Complaint are filed; the Ethics complaint will be held in abeyance until the completion of the Arbitration.

For more detailed information on filling a complaint, contact Lori Smith at the Association office (714) 245-5525.