

## OMBUDSMAN PROCESS

*at the SouthEast Valley Regional Association of REALTORS® (SEVRAR)*

### WHAT IS THE SEVRAR OMBUDSMAN OPTION?

Ombudsman procedures adopted by the NATIONAL ASSOCIATION OF REALTORS® are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. Associations are charged with the responsibility of receiving and resolving ethics complaints and hearing arbitration disputes. The Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

### HOW WILL I KNOW TO ASK FOR AN OMBUDSMAN?

Many complaints do not expressly allege violations of specific articles of the Code of Ethics and many do not concern conduct related to the Code. Some complaints are transactional, technical and procedural questions that can be readily responded to. Some complaints are due strictly to a lack of communication.

### WHAT ARE REALTOR® OMBUDSMAN BENEFITS?

The Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues. You can receive Arizona real estate related information without judgment.

### WHO ARE THE OMBUDSMEN?

REALTORS® that qualify to be Ombudsmen must:

- be willing to participate in the program;
- meet the criteria for experience;
- demonstrate objectivity;
- participate in a training program, and
- possess proven knowledge of the Code of Ethics.

### HOW DOES THE OMBUDSMAN PROCESS WORK?

The SEVRAR staff will forward the information received from the Complainant to a SEVRAR Ombudsman. The Ombudsman will then make all the necessary contacts in an attempt to resolve the Complainant's complaint. If the Ombudsman's efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Complainant will be advised by the Ombudsman about the next step in the complaint process.

