

**GENERAL INSTRUCTIONS AND INFORMATION FOR
FILING AND RESPONDING TO REQUESTS FOR ARBITRATION**
Complaints are Broker to Broker

1. Arbitration requests must be typed or filled out on line at **www.ppar.com** and submitted with any other documentation you feel will support your claim to the Professional Standards Coordinator of the Pikes Peak Association of REALTORS®. (No letter complaints will be accepted.) All complaints must be filed on form #A1 "Request and Agreement to Arbitrate and all documents supporting the claim must be attached. **Seven copies (7)** of the complaint are requested. This will enable the Association to have a copy, provide a copy to the respondent and have copies for members of the Grievance Committee/Hearing Panel.
2. Respondent will have fifteen (15) days after receiving of copy of the "Request and Agreement to Arbitrate (Form # A1) to file their Response & Agreement to Arbitrate (Form # A4). **Reply** must be typed and submitted with any other documentation you feel will support your claim to the Professional Standards Coordinator of the Pikes Peak Association of REALTORS®. **Seven copies (7)** of the complaint are requested. This will enable the Association to have a copy, provide a copy to complainant and have copies for members of the Grievance Committee/Hearing Panel.
3. Each party to an Arbitration Hearing must submit a **\$400.00 filing fee** to the Professional Standards Coordinator along with the Request or Response.

Arbitration requests will be reviewed by the Professional Standards Coordinator and the Grievance Committee of the Pikes Peak Association of REALTORS®. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the Professional Standards Coordinator. At this time both parties will be offered Mediation at no cost. If mediation is successful or if the dispute is settled in any other manner, the parties shall notify the Professional Standards Coordinator of any such settlement and \$300.00 of the \$400.00 filing fee will be returned to each individual party.

4. If the matter cannot be settled through Mediation, the Professional Standards Coordinator will proceed with a hearing date.

A hearing date will be set and all parties will be notified of the date, time and place of hearing at least twenty-one (21) days prior to the hearing. The notice of hearing will contain the names of the tribunal members who will hear the case. Either party may file with the Professional Standards Coordinator within ten **(10) days** from the date a list of panel member names were mailed to the parties a written request for disqualification of any member of the proposed Tribunal.

5. If Arbitration Request and Response are found to not constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee, along with information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.
6. If no response is filed to the arbitration request within the fifteen **15 day** time frame, the Grievance Committee shall make its determination as to whether an arbitration hearing should be scheduled based upon the information set forth in the request. Complainant and the Professional Standards Committee Chairperson will be advised that no reply has been filed.
7. All parties may be represented by legal counsel. This notice of intent to be represented must be submitted to the Professional Standards Coordinator at least fifteen **(15) days** prior to the date of the hearing. Failure to provide timely notice may result in a continuance of the hearing.
8. If parties intend to have witnesses present at the hearing, they must submit the names in writing to the Professional Standards Coordinator at least fifteen **(15) days** prior to the hearing date. It is the responsibility of each party to notify witnesses and legal counsel of the date, time and place of the hearing.
9. All documentation must be submitted with the complaint form. Any additional documentation you feel would benefit your case must be brought the day of the hearing and the chairperson for the hearing will determine if it is admissible

Parties shall not discuss the case with any member of the Hearing Panel at any time prior to announcement of a decision in the case

10. No hearing will be held in the absence of a complainant. An arbitration hearing may (depending on state law and the option selected by the Association) proceed in the absence of the respondent.