

**GENERAL INSTRUCTIONS AND INFORMATION FOR
FILING AND RESPONDING TO AN ETHICS COMPLAINTS**

1. The Ethics complaint must be typed or filled out online and submitted with any other documentation you feel will support your claim to 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 the respondent, **and have copies for members of the Grievance Committee/Hearing Panel.**
2. The Complaint must include the article or articles of the **NATIONAL ASSOCIATION OF REALTORS®** Code of Ethics, that the Respondent is accused of violating. On attached sheets, complainant must set forth the facts constituting the violation. **NO LETTER COMPLAINTS WILL BE ACCEPTED. ALL COMPLAINTS MUST BE ON THIS FORM.** List only **Articles 1-16** of Code of Ethics. A Standard of Practice may not be cited for violation, but may only be used to support a charge.
3. Respondent(s) named must be a member of the Pikes Peak Association of REALTORS®.
4. Once the complaint is received by the Professional Standards Coordinator at the Pikes Peak Association of REALTORS® it will be reviewed by the Associations Grievance Committee. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the Professional Standards Coordinator to arrange a hearing; if not found to constitute a proper cause of action, it will be dismissed and the complainant notified of the decision of the Grievance Committee. The decision may be appealed to the Associations Board of Directors.
5. If there is to be a hearing, the respondent will have fifteen (**15**) days after receiving a copy of the complaint to reply. The **Ethics Reply** must be typed and submitted with any other documentation you feel will support your claim to the Pikes Peak Association of REALTORS®. (**Seven copies (7)** of the reply are requested). This will enable the Association to have a copy, provide a copy to the complainant **and have copies for members of the Grievance Committee/Hearing Panel.**
6. Upon receipt of the response, a hearing will be scheduled and all parties will be notified of the date, time and place of hearing at least twenty-one (**21**) days in advance.
7. If no Response is received from Respondent within fifteen (**15**) days of receiving a copy of the Complaint, the date, time and place of a hearing nevertheless may be set by the Ethics Hearing Panel, and the Respondent may be subject to a charge of having violated Article 14 of the Code of Ethics for failure to submit pertinent facts to an appropriate tribunal.
8. All parties may be represented by legal counsel. This notice of intent to be represented must be submitted in writing 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.
9. If parties intend to have witnesses 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
10. 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.
11. The parties shall not discuss the case with any member of the Grievance Committee, the Ethics Hearing Panel or the Board of Directors at any time prior to announcement of a decision in the case.
12. No hearing will be held in the absence of a complainant. An ethics hearing may proceed in the absence of a respondent.