



Guide to Filing an Ethics Complaint

The National Association of REALTORS® Code of Ethics is what sets REALTORS® apart from other licensees. Violations of this code are taken very seriously. In most cases, you will file an ethics complaint with the local board of the person whom you feel is in violation of the Code. This can sometimes be difficult to find, especially when a REALTOR® works in a large area. If you have questions regarding the local board of a particular REALTOR®, you can call the Oregon Association of REALTORS® for information.

Ethics Complaint

1. Complete Form E-1 - Making sure you sign and date the document
2. Give the name of the Respondent (the REALTOR® you are filing the complaint about)
3. Indicate which of the 17 Code of Ethics Articles you feel have been violated.
4. Attach a written summary of the situation and any documentation (such as listing agreements, purchase agreements, buyer contracts or disclosure forms) which support your complaint.
5. Complaints must be filed within 180 days of the time that the alleged offense and facts relating to it could have been known by the complainant in the exercise of reasonable diligence or within 180 days after the conclusion of the transaction or event, whichever is later.

After you have taken the steps above, your complaint will be reviewed by a grievance committee. This committee will decide if there are grounds for a Professional Standards hearing. If the complaint moves to the hearing phase, you will be sent additional information regarding that process.

Submitting the Complaint

Once you have completed the proper form, mail or email it to the Professional Standards Administrator of the Eugene Association of REALTORS®.