

To Whom It May Concern:

REALTOR® is a registered collective membership mark, which may be used only by real estate professionals who are members of the NATIONAL ASSOCIATION OF REALTORS® and subscribe to its strict Code of Ethics.

Any person, whether a member or not, having reason to believe that a member is guilty of a violation of the **REALTOR® Code of Ethics** and/or other membership duty as set forth in the Bylaws of the Board, may file a complaint with NABOR's Professional Standards Administrator. Ethics complaints must be filed with the NABOR within one hundred eighty (180) days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within one hundred eighty (180) days after the conclusion of the transaction, whichever is later.

In formulating your complaint, please follow the instructions below:

- Complete, sign, and date the **Ethics Complaint Form**.
- Refer to a specific article(s) of the Code of Ethics and/or Bylaws so that our Grievance Committee can determine whether sufficient evidence exists to warrant the holding of a Professional Standards Hearing.
- Attach a written summary of what transpired to make you feel an ethics violation occurred.
- Include any documentation, such as copies of listing(s)/sales contract(s), lease agreements, correspondence and/or any pertinent material that would help the Grievance Committee make their decision.
- Number the pages
- DO NOT** use staples, office index tabs, professional binding, 3-ring binders, 2-sided copies, or the like when formulating complaint.
- Black and white and/or color copies are acceptable.
- Email (Corie@NABOR.com) or U.S. Mail Certified Return Receipt is recommended if you wish confirmation of receipt.

Further, **and this is important**, when a REALTOR® is charged with a violation of the Code of Ethics and/or other membership duty as set forth in the Bylaws of the Board, the complaining party may not recover damages, either actual or punitive, nor can a REALTOR®'s license with the State of Florida be suspended or terminated. Should a REALTOR® be found guilty of violating of one or more articles of the Code of Ethics, possible sanctions could include a Letter of Warning, a Letter of Reprimand, a fine up to \$15,000.00 payable to NABOR, required attendance at an educational seminar, probation, suspension from NABOR and/or expulsion from NABOR. **NABOR is not empowered to force a REALTOR® to pay damages of any kind.**

Once a complaint is received by NABOR, it will be presented to the Grievance Committee for its review at the next available meeting. Following the Grievance Committee's review, you will be notified as to their actions. For a detailed summary of what happens before, during, and after an ethics complaint is filed please [click here](#).

Important: You must be present for the hearing. The Hearing Panel will not make a decision solely on written material. If a complaint is forwarded for a hearing, the complainant(s) have the ultimate burden of proving that the Code of Ethics and/or Bylaws were violated. Clear, strong, and convincing is the standard of proof for which a violation may be found by a hearing panel. The National Association of REALTORS® defines clear, strong, and convincing as that measure or degree of proof which will produce a firm belief or conviction as to the allegations sought to be established.

Please feel free to contact me if you have any questions regarding this process.

Respectfully,



Corie Chase
Chief Administrative Officer
Corie@NABOR.com