

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 REALTOR® is guilty of a violation of the REALTOR® Code of Ethics and/or some other membership duty as set forth in the Bylaws of the Naples Area Board of REALTORS® (“NABOR”), may file an ethics complaint. Ethics complaints must be filed with NABOR within 180 days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within 180 days after the conclusion of the transaction, whichever is later.

It is important to note that, 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 NABOR, the complaining party may not recover damages, either actual or punitive, nor can a REALTOR®’s real estate license with the State of Florida be suspended or terminated. Should a REALTOR® be found guilty of violating one or more Articles of the Code, 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 education 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, it will be presented to NABOR’s Grievance Committee for its review and determination at the next available meeting. On or about 5 business days following the Grievance Committee’s review, you will be notified of their decision. For a detailed summary of what happens before, during, and after an ethics complaint is filed, please review the *Before You File an Ethics Complaint* article.

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 providing clear, strong, and convincing evidence that the Code was violated. 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.

When formulating an Ethics Complaint, please follow the instructions below:

- Be sure to use the appropriate version of the REALTOR® Code. For example, if the alleged violation occurred in 2021, use the 2021 version of the Code. If the alleged violation occurred in 2022, use the 2022 version of the Code, and so on.
- Refer to specific Article(s) of the Code (not a Standard of Practice).
- Do not leave any questions blank on the Ethics Complaint Form.
- Sign and date the Ethics Complaint Form.
- Attach a type-written summary of what transpired leading up to your Complaint.
- Attach other evidence (i.e. copies of listing/sales contracts, lease agreements, correspondence, photos, and/or other pertinent material, etc.) that supports your Complaint.
- Number the pages.
- Do not use staples, office index tabs, professional binding, 3-ring binders, 2-sided copies, or the like when formulating your Complaint.
- Black and white and/or color copies are acceptable.
- Submit your complaint to Corie Chase, RCE, Chief Administrative Officer at NABOR, 1455 Pine Ridge Road, Naples, FL 34109 or corie@nabor.com.

If you have any further questions regarding this process, please feel free to contact me.

Respectfully,

A handwritten signature in cursive script that reads "Corie Chase".

Corie Chase, RCE
Chief Administrative Officer