



## **Ethics Complaints, Arbitration Requests and Related Information**

REALTORS® are different from non-member licensees in that they voluntarily subscribe to a strict Code of Ethics. If you believe that a REALTOR® has violated one or more Articles of the Code of Ethics, you can file an ethics complaint alleging a violation(s) through the local association of REALTORS® where the REALTOR® holds membership. You may search for a member's local affiliation by clicking here.

In addition, REALTORS® agree as a condition of membership to arbitrate contractual disputes and specific non-contractual disputes as provided for in Article 17 of the NAR Code of Ethics.

Below are several resources to help you understand what to do to file an ethics complaint or arbitration request, and the general process you can expect when filing an ethics complaint or arbitration request with a local association of REALTORS®. Check with the local association of REALTORS® to ensure you have the proper forms required by that association.

### **For Consumers or REALTORS® Wishing to File an Ethics Complaint**

- Code of Ethics
  - View the current NAR Code of Ethics here.
- Before You File an Ethics Complaint
  - This brochure explains alternatives to consider before filing an ethics complaint, as well as what to expect after filing a complaint.
- Initiating an Ethics Hearing
  - Procedures for processing complaints alleging violations of an Association's bylaws
- Key Ethics Forms
  - View or download forms for initiating an ethics complaint.
- Sanctioning Guidelines
  - While NAR does not recommend specific discipline for certain offenses, it does outline key points to be considered with respect to discipline.

### **For REALTORS® Wishing to File an Arbitration Request**

- Duty to Arbitrate
  - From Part Ten, Section 43 of The Code of Ethics & Arbitration Manual
- Arbitrable Issues
  - From Appendix I to Part Ten of The Code of Ethics & Arbitration Manual

- Key Arbitration Forms
  - View or download forms for filing an arbitration request
- Factors Considered in Arbitration
  - From Appendix II to Part Ten of The Code of Ethics & Arbitration Manual
- No Findings of Fact in Arbitration Awards
  - From Appendix IV to Part Ten of The Code of Ethics & Arbitration Manual
- Mediation as a Service of Member Boards
  - From Appendix VI to Part Ten of The Code of Ethics & Arbitration Manual.
  - For more information go to the Mediation page by [clicking here](#).

**For REALTORS® Wishing to Take NAR's Online Code of Ethics Course**

REALTORS® are required to take an education course in the REALTOR® Code of Ethics as a requirement of new membership and once every three years to maintain that membership status. The current renewal cycle began January 1, 2019 and ends December 31, 2021. REALTORS® can take the Triennial Code of Ethics through the REALTOR® Institute either by classroom or online.

You may access the New Member and Existing Member Code of Ethics courses by [clicking here](#).