



3200 N Military Trail Ste. 102
Boca Raton FL 33431
Office 561-997-8266
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The Realtors® Association of the Palm Beaches requires that all complaints, in order to be processed efficiently, be submitted on the enclosed form within 180 days of the time the alleged offense could have been known in the exercise of reasonable diligence or within 180 days after the conclusion of the transaction, whichever is later. If you wish to file a formal ethics complaint, please complete this form (type or print) and return it to us along with a copy of all pertinent documents related to the matter.

In formulating your complaint, you must make sure that you refer to specific Articles of the Code of Ethics, so that our Grievance Committee can determine whether or not evidence exists sufficient to warrant the holding of a Professional Standards Hearing. If you need assistance in formulating your complaint in terms of specific Articles of the Code, please notify us so that a member of our Grievance Committee may assist you.

You should be aware that the Realtors® Association has **no authority to award damages** in matters brought before the Grievance Committee or the Professional Standards Committee. Should a member be found guilty of violation of one or more Articles of the Code of Ethics, he/she may receive a letter of warning or reprimand, a fine up to \$5,000, required attendance at an educational seminar, suspension or termination of membership.

As soon as the complaint is received at the Association office the matter will be placed on the agenda for the next Grievance Committee meeting. Should the Grievance Committee recommend that a hearing be scheduled before a Professional Standards Hearing Panel all parties will be notified. At that time the Respondent(s) will be asked to provide a written reply to the complaint and you will be furnished a copy. You will be notified well in advance of a hearing, **as your presence would be required.**

If you have any questions regarding the process, please contact our Professional Standards Department at (561) 997-8266 extension 2743.

Sincerely,

Dennis MacDonald, MBA
Director of Professional Services
Office: (561) 997-8266 x2743
DMacDonald@rapb.com