



NOTICE OF OMBUDSMAN SERVICES

If you are in a dispute with a member of the SRAR and have not yet or do not yet want to file an official complaint, your issue may be resolved through the use of our Ombudsman Program. This program is designed to have an experienced member contact both parties and attempt to resolve the matter in an informal way.

The ombudsman's role is one of communication and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred or recommend any sort of discipline. Rather, the Ombudsman can help identify and resolve misunderstandings and disagreements before matters turn into a formal complaint that would start the grievance or arbitration process.

Ombudsmen are trained in and familiar with the Code of Ethics, state real estate regulations, and current real estate practice. They can respond to a wide variety of inquiries and complaints, including general questions about real estate practice, transaction details and ethical practices.

During this process, an Ombudsman can contact the party with whom you have an issue, inform them that a client, customer or colleague has raised a questions or issue; and can contact members to obtain information necessary to provide an informed response. We hope that through this process, we can resolve any issues you may have.

If you do not wish to attempt resolution by use of our Ombudsman Service, or if the Ombudsman is unable to facilitate a resolution for the parties, you may file a formal complaint through our department.

- ❖ Free service
- ❖ You can decline this service
- ❖ Using this service does not mean you cannot file a formal grievance
- ❖ Confidential
- ❖ Once we assign an Ombudsman, be prepared to be contacted within 2 days