

## **MLKAR MLS Error / Violation reporting, Ethics Complaints or Arbitration Request Process:**

In all MLS Errors, Ethics Complaints or Arbitration Requests do not contact the Board of Directors or Committee members directly. If you contact them regarding the matter this would require them to recuse themselves if the matter comes before an appeal process. These are confidential matters which are strictly to be filed with the MLS Administrator or Professional Standards Administrator, not the Board of Directors or Committee Members.

### **1. Prior to filing an Error Report, Ethics Complaint or Arbitration Request:**

#### **a. Agent to Agent Discussion:**

It is suggested prior to filing an error report, ethics complaint or arbitration request that there should be an attempt to find a resolution to the matter via an agent to agent discussion. Often a friendly reminder from one agent to the other that a listing may have an error or something they are doing could be ethically inappropriate often results in the error or ethical issue to be corrected and the other party often appreciates having it brought to their attention so they can correct it.

#### **b. Broker to Broker Discussion:**

If agent to agent does not resolve the matter it is recommended that prior to filing an error, complaint or arbitration request that you have your Broker contact their broker. In the large majority of cases broker to broker discussions will resolve the matter without having to escalate it to a formal complaint.

If agent to agent or broker to broker discussions fail to result in a resolution you may file an MLS Error Report, Ethics Complaint or Arbitration Request using the following procedures:

### **2. Filing MLS Error / Violation Reports:**

To file MLS Error Reports please use the drop down arrow next to MLS # in flex for Error Form. Please enter all information needed for the MLS Administrator to be able to understand the actual error as the normal process is for the MLS Administrator to handle the error with the listing agent directly from that point forward and not to involve the agent that filled the error report. Filing an error report via Flex will ensure that the matter is directed to the appropriate MLS Administrator for the proper Association and that they will use their rules to administer any corrective actions which could include warnings and or fines. The MLS administrator does not inform the complainant of corrective actions taken as that is a confidential matter between the Administrator, Listing Agent and their Broker.

### **3. Filing an Ethics Complaint:**

Prior to filing an ethics complaint please visit the following link on the MLKAR Web Page under Pro Standards Tab: <http://mlkar.com/pro-standards/before-you-file-a-complaint/>

Please note that ethics complaints should only be filed for specific violations of one of the 17 Articles of the Code of Ethics. You must cite one or more of these articles of the Code of Ethics that have been violated. Ethics complaints are not for violations of MLS Rules or bad business practices, but only for specific violations of the Code of Ethics. You may download a copy of the

Code of Ethics and Standards of Practice at the following link under the Pro Standards Tab on the MLKAR Web Page: <http://mlkar.com/pro-standards/realtor-code-of-ethics/>

After following all the steps above and reviewing the information of what to do prior to filing and how to file a complaint you may attain an ethics complaint form at the following link under the Pro Standards Tab on the MLKAR Web Page: <http://mlkar.com/ethics-complaint-form/>

4. **Filing an Arbitration Request:**

Prior to filing an arbitration request please visit the following link on the MLKAR Web Page under Pro Standards Tab: <http://mlkar.com/pro-standards/before-you-file-a-complaint/>

Please note that arbitration request is always broker to broker. The agent involved in the transaction can be a part of the arbitration process but the actual case will be broker to broker. As such please make sure that any arbitration filings are only submitted by the Broker of Record and that the broker has attempted to resolve the matter with the other broker in the request prior to filing the request.

After following all the steps above and reviewing the information of what to do prior to filing and how to file a you may attain an arbitration request form at the following link under the Pro Standards Tab on the MLKAR Web Page: <http://mlkar.com/arbitration-request-form-for-mlkar-members/>