

# SPOKANE REALTORS®

The Voice for Real Estate™ in Spokane County

Member of National Association of REALTORS® and Washington Association of REALTORS®

To the Grievance Committee of Spokane REALTORS®

## ETHICS COMPLAINT

FILED \_\_\_\_\_, 20 \_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

COMPLAINANT(S)

\_\_\_\_\_

RESPONDENT(S)

Complainant(s) charge(s):

An alleged violation of Article(s) \_\_\_\_\_ of the Code of Ethics or other membership duty as set forth in the Bylaws of the Association in \_\_\_\_\_ and alleges that the above charge(s) (is/are) supported by \_\_\_\_\_  
Article, Section

the attached statement, which is signed and dated by the complainant(s) and which explains when the alleged violation(s) occurred and, if a different date, when the complainant(s) first knew about the alleged violations.

This complaint is true and correct to the best knowledge and belief of the undersigned and is filed within one hundred eighty (180) days after the facts constituting the matter complained of could have been known by the complainant in the exercise of reasonable diligence or within one hundred eighty (180) days after the conclusion of the transaction, or event, whichever is later.

Date(s) alleged violation(s) took place: \_\_\_\_\_

Date(s) you became aware of the facts on which the alleged violation(s) (is/are) based: \_\_\_\_\_

I (we) declare that to the best of my (our) knowledge and belief, my (our) allegations in this Complaint are true.

Are the circumstances giving rise to this ethics complaint involved in civil or criminal litigation or in any proceeding before the state real estate licensing authority or any other state or federal regulatory or administrative agency?

Yes No

You may file an ethics complaint in any jurisdiction where a REALTOR® is a member or MLS participant. Note that the REALTORS® Code of Ethics, Standard of Practice 14-1 provides, in relevant part, "REALTORS® shall not be subject to disciplinary proceeding in more than one Board of REALTORS® . . . with respect to alleged violations of the Code of Ethics relating to the same transaction or event."

Have you filed, or do you intend to file, a similar or related complaint with another Association(s) of REALTORS®?

Yes No

If so, name of other Association(s): \_\_\_\_\_ Date(s) filed: \_\_\_\_\_

I understand that should the Grievance Committee dismiss this ethics complaint in part or in total, that I have twenty (20) days from transmittal of the dismissal notice to appeal the dismissal to the Board of Directors.

COMPLAINANT(S):

\_\_\_\_\_

TYPE/PRINT

\_\_\_\_\_

SIGNATURE

\_\_\_\_\_

TYPE/PRINT

\_\_\_\_\_

SIGNATURE

\_\_\_\_\_

TYPE/PRINT

\_\_\_\_\_

SIGNATURE

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_ EMAIL: \_\_\_\_\_

## ARTICLES of THE CODE of ETHICS (summary)

The Code of Ethics consists of seventeen Articles and related Standards of Practice. The Code's basic principles are summarized below. Please read over the Articles and if you feel an Article has been violated, **state how, who, what, when and why** in the space provided below the Article (if you need more space, please make attachments).

### DUTIES TO CLIENTS AND CUSTOMERS

#### ARTICLE 1

REALTORS® protect and promote their clients' interests while treating all parties honestly.

*In violation?    Yes    No    If yes, please explain (how, who, what, when and why)*

#### ARTICLE 2

REALTORS® refrain from exaggeration, misrepresentation or concealment of pertinent facts related to property or transactions.

*In violation?    Yes    No    If yes, please explain (how, who, what, when and why)*

#### ARTICLE 3

REALTORS® cooperate with other real estate professionals to advance their clients' best interests.

*In violation?    Yes    No    If yes, please explain (how, who, what, when and why)*

#### ARTICLE 4

When buying or selling on their own account or for their families or firms, REALTORS® make their true position or interest known.

*In violation?    Yes    No    If yes, please explain (how, who, what, when and why)*

#### ARTICLE 5

REALTORS® do not provide professional services where they have any present or contemplated interest in property without disclosing that interest to all affected parties.

*In violation?    Yes    No    If yes, please explain (how, who, what, when and why)*

#### **ARTICLE6**

REALTORS® disclose any fee or financial benefit they may receive from recommending related real estate products or services.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

#### **ARTICLE7**

REALTORS® receive compensation from only one party, except where they make full disclosure and receive informed consent from their client.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

#### **ARTICLE8**

REALTORS® keep entrusted funds of clients and customers in a separate escrow account.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

#### **ARTICLE9**

REALTORS® make sure that contract details are spelled out in writing and that parties receive copies.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

### **DUTIES TO THE PUBLIC**

#### **ARTICLE10**

REALTORS® give equal professional service to all clients and customers irrespective of race, color, religion, sex, handicap, familial status, or national origin.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

#### **ARTICLE11**

REALTORS® are knowledgeable and competent in the fields of practice in which they engage or they get assistance from a knowledgeable professional, or disclose any lack of expertise to their client.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**ARTICLE 12**

REALTORS® paint a true picture in their advertising and in other public representations.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**ARTICLE 13**

REALTORS® do not engage in the unauthorized practice of law.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**ARTICLE 14**

REALTORS® willingly participate in ethics investigations and enforcement actions.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**DUTIES TO REALTORS®****ARTICLE 15**

REALTORS® make only truthful, objective comments about other real estate professionals.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**ARTICLE 16**

REALTORS® respect the exclusive representation or exclusive brokerage relationship agreements that other REALTORS® have with their clients.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

**ARTICLE 17**

REALTORS® arbitrate financial disagreements with other REALTORS® and with their clients.

*In violation?      Yes      No      If yes, please explain (how, who, what, when and why)*

## **HAVE YOU INCLUDED THE FOLLOWING?**

(Check List)

Please ensure that all pertinent information and documents are included with your complaint. If you are unable to provide documents, please explain why.

Narrative description of the circumstances that lead you to believe the Code of Ethics have been violated;

Statements from witnesses (should be notarized);

Listing contract;

Purchase and Sale Agreement;

Any addendums;

Closing papers;

Any timeline of events you may have recorded.

### **IMPORTANT!!**

Please include as many of the above as possible to substantiate and expedite your complaint.

Failure to do so may slow down the process.



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