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To Whom It May Concern:

Enclosed is a copy of the Code of Ethics of the NATIONAL ASSOCIATION OF REALTORS®. In formulating your letter of complaint, the charge shall read as an "Alleged" violation and you must cite the specific Article(s) you feel were violated.

Also, the Standard of Practices only serve to clarify the ethical obligations imposed by the various Articles.

If you have previously submitted your complaint in writing, please take time to review your complaint in view of the Code of Ethics, citing which specific Articles you feel have been violated.

Also, please include any substantial evidence concerning your case, including copies of all contracts and correspondence. Be sure and include your full name and complete mailing address and also the name of the firm your complaint is against and the name(s) of the specific person(s) involved. Your complaint must be typed or printed legibly.

Your complaint will be referred to one of the West Pasco Board of REALTORS® Ombudsman to attempt to informally resolve your complaint. If you decline Ombudsman services your complaint will be considered by the Grievance Committee. The Grievance Committee will evaluate the evidence presented and determined if there is sufficient evidence to warrant an ethics hearing.

Further, and this is important, please understand that when a REALTOR® is charged with an alleged violation of the Code of Ethics, the complaining party may not recover damages, either actual or punitive. The West Pasco Board of REALTORS® is not empowered to award monetary compensation or damages of any kind. This is reserved for the courts of Florida.

If the Grievance Committee forwards your case to a formal hearing, you will be notified well in advance. As the complainant, it is your responsibility to provide the necessary evidence and witnesses to substantiate your claim and to be in attendance at the hearing.

Thank you for your cooperation, and also for bringing this matter to the attention of the Board.

Sincerely,

Mary B. Archie, 2017 Grievance Committee Chair
West Pasco Board of REALTORS®

enclosure