

Your complaint has been acknowledged by the REALTOR® Association of Prince William. So that this matter can be formally presented to our Grievance Committee, please complete the enclosed forms and return them to the Association.

Please present all evidence supporting your case at that time, including copies of **all contracts and correspondence**. A separate form should be used for each Article cited. You may submit a summary letter of explanation if you wish. If you need assistance in completing the form, contact me at (703) 565-0033 to assist you in framing your complaint.

Ethics complaints are generally an alleged violation of the REALTORS® Code of Ethics. They are offenses against the Association and its members. For this reason, it is never appropriate for the Association to award monetary damages in an Ethics proceeding.

A copy of the Code of Ethics of the NATIONAL ASSOCIATION OF REALTORS® is enclosed for your use. These Articles pertain to how REALTORS® should treat clients and customers, and how they should conduct their business.

Your complaint will be forwarded to the Grievance Committee. They will evaluate the evidence presented. The Committee will decide if there is enough evidence to warrant a Hearing on any or all of the Articles cited.

If the Grievance Committee dismisses or modifies the complaint, you will have the opportunity to appeal the decision to the Board of Directors of this Association.

If the Grievance Committee forwards your case to a formal Hearing, the REALTOR® Association of Prince William cannot prosecute for you. As Complainant, it is your responsibility to attend the Hearing and provide the necessary evidence and witnesses to support your claim. By a motion of the Grievance Committee, they have the option to investigate and pursue a complaint and become a Complainant.

An Ethics Complaint must be filed with the Association within one hundred and eighty (180) days after the matter could have been known with reasonable diligence.

There is no fee for filing an Ethics Complaint.

If you have questions, please call me at (703) 565-0033.

Sincerely,



B. Denise Roosendaal, CAE RCE  
Chief Executive Officer

Enclosures: Code of Ethics  
Complaint Forms