



Arbitration Filing Guidelines and FAQ's

To file for arbitration of a commission dispute, you must complete the Request and Agreement to Arbitrate Form online. Complete the form attaching a supporting narrative or chronological summary of the events that occurred, along with copies of any documentation you feel will support your claim. Once the Request and Agreement to Arbitrate Form and supporting materials are completed, you may submit them with your filing fee of \$500 payable to PWAR:

- Mail or hand-deliver payment to the REALTOR® Association of Prince William
4545 Daisy Reid Avenue, Ste. 150, Woodbridge, VA 22192

When your Request is received, the case will either be forward for mandatory mediation or all related case materials are forwarded to the Grievance Committee for their review. The Grievance Committee's responsibility is to review the case based on specific guidelines to determine if the dispute is properly filed, whether the arbitration is mandatory or voluntary and to refer the case to the Professional Standards Committee for an arbitration hearing.

Once the Grievance Committee moves a case forward for a hearing, a copy of your Request and Agreement to Arbitrate will be forwarded to the respondent, who will have 14 days to submit their response and deposit. When PWAR receives the response, you will be forwarded a copy. A panel will then be selected from the Professional Standards Committee to hear the case. The formal hearing will be held at the PWAR office, on a date and time not less than twenty-one (21) days from the date of the hearing notice. The entire arbitration process may take between sixty to ninety days, allowing a reasonable time for correspondence, for review by the Grievance Committee, and the scheduling of the arbitration hearing itself.

Arbitration FAQs

Is there a statute of limitations for filing arbitration requests? Yes. The timed period is 180 days from the later of the date of settlement or the time that you could have known, in the exercise of reasonable diligence, the facts giving rise to the dispute.

I'd like to file an arbitration request, but what about confidentiality? All arbitrations are kept strictly confidential. Only staff involved in the administration of cases, members of the Grievance Committee, and those members of the Professional Standards Committees assigned to the hearing panel have access to arbitration cases.

Is there a special form I should use when filing a request for arbitration? Yes. The Request and Agreement to Arbitrate Form, which can be found online. This form should be accompanied by a supporting narrative or chronological summary of the events that occurred and the filing fee of \$500.

Can I file an arbitration request and an ethics complaint at the same time? Yes. Both case types can be filed at the same time. If both cases are determined by the Grievance Committee to warrant hearings, the arbitration is held first.

Who establishes the rules that PWAR follows in handling arbitrations? PWAR is required to follow the guidelines and procedures outlined in the Code of Ethics and Arbitration Manual of the National Association of REALTORS®.

How long does the process take? If arbitrations go to hearing, the process may take 2-3 months, allowing for the time for receiving responses, proper notification, review by the Grievance Committee and scheduling of a hearing.

Is arbitration binding? Yes. Such arbitrations are binding under Virginia law.

Do I have to use PWAR's arbitration services if I have a commission dispute? Yes. Article 17 of the Code of Ethics requires REALTOR® members to first submit disputes to arbitration unless both parties advise PWAR in writing that they choose not to arbitrate before the Association.

Who can I talk to if I still have questions concerning arbitration?

You may contact April Thomas at 703-565-0033 or email ProStandards@pwar.com

