

To Whom It May Concern:

When there is a difference of opinion about which party was the procuring cause of a sale or lease or there exists some other dispute between REALTORS® as defined in Article 17 of the REALTOR® Code of Ethics, brokers are **encouraged** to attempt to reach an agreement before filing for arbitration. However, if this is not possible, NABOR offers, as a free professional member service, mediation and arbitration with trained, experienced mediators and arbitration panels.

Please [click here](#) to view and/or print a Request and Agreement to Arbitrate Form #A-1. This form is intended for use by every REALTOR® member of NABOR who is a REALTOR® principal, every REALTOR® principal who participates in the M.L.S. of Naples, Inc. and does not hold NABOR membership, and every nonmember broker or licensed or certified appraiser who is a Participant in the M.L.S. of Naples, Inc. When completing the enclosed form, you must attach a written statement and other evidence (i.e. copies of listing/sales contracts, lease agreements, other pertinent material, etc.) that supports your request.

Once your completed "Request and Agreement to Arbitrate" paperwork is received by NABOR, the following is the applicable procedure:

1. Mediation services will be offered to the disputants prior to the review of the arbitration request by the Grievance Committee except where any party requests the Grievance Committee's determination whether an arbitrable issue exists between the named parties and whether the parties would be required to mediate. Please [click here](#) to view and/or print the National Association of REALTORS® Mediation brochure.
2. Your complaint will be forwarded to Grievance Committee for determination as to whether the issue is subject to arbitration, based solely on the information in the "Request and Agreement to Arbitrate" and any exhibits or supporting materials you provide.
3. After review by the Grievance Committee, if the matter is found to be arbitrable, the parties will then be required to mediate. NABOR offers trained mediators who thoroughly understand the real estate transaction process.
4. In the event that mediation is unsuccessful, the matter will then be forwarded for an arbitration hearing before the Professional Standards Committee.

For a more detailed overview of the process please [click here](#) to view and/or print the Arbitration Guidelines.

If you feel that a violation of the REALTOR® Code of Ethics may have occurred, then you can file an ethics complaint at the same time as your arbitration request. When an ethics complaint and arbitration request are filed at the same time and arise out of the same facts and circumstances, the arbitration procedures will take place first and the ethics procedures will follow after the conclusion of the arbitration process.

Should you have any further questions regarding the Professional Standards process please feel free to contact me.

Respectfully,



Corie Chase
Chief Administrative Officer