

GRIEVANCE COMMITTEE

The main thrust of the Grievance Committee is to determine whether the alleged conduct (which is the basis of a formal, written complaint) seems to warrant a Professional Standards Hearing. Complaints are based upon accusation of a member violating the Code of Ethics, Bylaws or MLS Rules.

The Committee is to ensure that the proper Articles have been cited, whether the proper parties have been named and whether any Articles should be added or deleted from the Complaint. The Grievance Committee has the latitude to determine if a Respondent(s) should receive a "Citation" in lieu of a Professional Standards hearing, based strictly on the approved list of citable offenses. If no Citation is issued, and it is determined by the Grievance Committee that the Complaint warrants a Professional Standards Hearing, the paperwork is forwarded to the AE for processing.

The Committee's function is similar to that of the Grand Jury, i.e., to prevent abuse and harassment through frivolous or unwarranted complaints.

The Chair is required to select a Committee comprised of at least 5 members who should serve 3 year staggered terms. A majority of the Committee is to be principal Broker members. **Committee members should be informed that training is required at least once every three years, and the related attendance cost is paid by PCAOR.**

The Committee and Chair names must be approved by the Board of Directors prior to their upcoming term in January.

The annual Strategic Plan may include goals/tasks involving your committee, which should be reviewed with the Association Executive.

In general the appropriate process is as follows – Committees "recommend", Directors "approve", Volunteers and Staff "fulfill". Only the Association President should speak in representing the Association, unless that task has been delegated to another member within the Association, such as a Committee Chair or Member. Only the Association staff will issue communications using Association letterheads and envelopes, unless specifically delegated to another member within the Association.

Each committee may have some amount of funds budgeted for the upcoming year, the amount of which can be confirmed with the Association office. Committee projects that require funding should be self-supporting, unless funds were specifically included in the budget.

All committee chairs and members must agree to and sign the "PCAOR Volunteer Service Agreement and Conflict of Interest Statement", and return signed copies to the Association within a specified time frame.

All information pertaining to complaints filed is CONFIDENTIAL under ALL CIRCUMSTANCES unless otherwise mandated by a court and should not be discussed with anyone.

SCHEDULE –

January or February – All members needing mandatory training will be contacted by the Association with class attendance information (date, time, location), and the cost is covered by the Association. (All Grievance Committee members are required to attend class once every 3 years.)

May – After the Grievance Committee Chair has been appointed by the President-Elect for the upcoming year, the Chair should contact members to serve on the committee for 3-year staggered terms.