

PROFESSIONAL STANDARDS COMMITTEE

The main thrust of the Professional Standards Committee is to determine whether the alleged conduct (which is the basis of a formal, written complaint) is a violation of any membership duty, based upon the Code of Ethics, MLS Rules or Bylaws, and/or determine award recipients in Arbitration proceedings.

The Chair is required to select a Committee comprised of at least 9, who are to serve 3 year staggered terms. A majority of the Committee should be principal broker members. The Committee must be approved by the Board of Directors at a meeting prior to their upcoming term in January.

The Committee members should be mature, knowledgeable members with a judicial temperament - a diverse group, with many different companies represented. Also attempt to obtain those with specialty experience (commercial, industrial, property management, appraisal, etc.) **Committee members should be informed that training is required at least once every 3 years, and the related attendance cost is paid by PCAOR.**

When a written complaint has been filed, the A.E. handles all administrative paperwork, including notifying Panel Members (panel members selected in conjunction with the Chair) of the need for their service on an upcoming Hearing Panel.

The Hearing procedures should always follow those laid out in the *California Code of Ethics and Arbitration Manual*. Everything about the process is CONFIDENTIAL.

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 paid by the Association. (All Grievance Committee members are required to attend class once every 3 years.)

May – After the Professional Standards Committee Chair has been appointed by the President-Elect for the upcoming year, the Chair should contact members to serve on the committee for 2-year staggered terms.