



NORTH SHORE REALTORS®

North Shore REALTORS® enforces the National Association of REALTORS® Code of Ethics and other membership duties as set forth in the Bylaws of the North Shore REALTORS®. The Massachusetts Association of REALTORS® processes ethics complaints on behalf of NSR.

If there are any questions about proper filing procedure the NSR staff is available to assist either in person (398 Essex St Beverly MA 01915) or by phone at (978) 232-9410.

The **Ombudsman Program** is available as an informal dispute resolution service. Like a mediator, an ombudsman helps parties find solutions. It is highly recommended that before filing a formal complaint you engage in the enhanced communications and problem-solving ability of our Ombudsman.

The **General Instructions for Filing** below provides timelines and submission process for filing an Ethics Complaint. The document also details responding to an Ethics Complaint.

The National Association of REALTORS® **Code of Ethics and Arbitration Manual** contains the documents listed here and is the governing document for ethics policies and procedures. You can download the manual on the NSR website.

The **Code of Ethics** consists of 17 articles. A complaint must cite one or more articles and include a narrative description of the violation of said articles. The Standards of Practice cannot be cited in and of themselves but should be used as support of the alleged violation of an article.

The **Form #E-1 Ethics Complaint** is the document that needs to be completed and submitted to initiate a formal Ethics Complaint. A narrative description detailing the alleged violation should be attached to the form. The submission of this form must occur within 180 days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within 180 days after the conclusion of the transaction, whichever is later.



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GENERAL INSTRUCTIONS FOR FILING AND REPLYING TO AN ETHIC COMPLAINT

FILING AN ETHICS COMPLAINT

An ethics complaint must include the appropriate form (E-1) citing the Article(s) of the Code believed to have been violated and the name(s) of the respondent(s). Attached to the complaint form should be a detailed narrative description of the conduct believed to have constituted a violation of the Code of Ethics. Only the Article(s) of the Code should be named in the complaint. The Standards of Practice are only for clarification as to how the Article may be applied. Ethics complaints must be filed at the NSR offices within one hundred eighty (180) days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within one hundred eighty (180) days after the conclusion of the transaction, whichever is later.

GRIEVANCE COMMITTEE

Ethics Complaints will be referred to the Grievance Committee. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to a hearing; if not found to constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee together with information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.

RESPONDING TO AN ETHICS COMPLAINT

If there is to be a hearing, respondent will have fifteen (15) days after service of copy of complaint to make reply to it. A reply to an ethics complaint must include the appropriate form (E-3). Attached to the reply form should be a narrative answering the allegation(s) of unethical conduct.

HEARING

A copy of the reply will be sent to the complainant. The date for hearing will be set and all parties will be notified of the date and place of hearing at least twenty-one (21) days in advance. If no reply is received from respondent within fifteen (15) days from service of copy of the complaint, a date, time, and place for a hearing will be set and the charges may be taken as true, by default.