



NORTH SHORE REALTORS®

The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases, it can address and solve minor complaints from the public. It can also solve inter-Realtor® conflicts before they become serious problems. Like a mediator, an ombudsman helps parties find solutions.

Ombudsman Procedures adopted by the North Shore REALTORS® (NSR) are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. REALTORS® appointed to be Ombudsmen must:

- Meet criteria for extensive real estate experience and/or additional qualifications as determined by the NSR Board of Directors;
- Demonstrate objectivity;
- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

WHY SHOULD I USE AN OMBUDSMAN?

- Quick resolution of disputes
- Complaint may not concern conduct related to the Code
- Transactional, technical, or procedural disagreement that needs an independent third party
- Free

HOW DOES THE OMBUDSMAN PROCESS WORK?

The NSR Professional Standards Administrator and/or the Chief Executive Officer will assemble information to be sent to the NSR Ombudsman via e-mail. This information may include:

- Name, phone number and role of the complainant (that is, buyer, seller, broker, etc.)
- Name, phone number, and role of the respondent (that is, broker, principal broker, etc.)
- If the respondent is not a broker, the name of principal broker and/or managing broker.

The NSR Ombudsman will make all necessary contacts in an attempt to resolve the complaint. If the Ombudsman efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Ombudsman will advise the Complainant about the next step(s) in the complaint process.

The Ombudsman will NOT:

- Adjudicate/make the final decision;
- Give legal advice;
- Determine who is right or wrong;
- Disclose communications – the process is CONFIDENTIAL;
- Make any written record of discussions and/or agreements.

If you have additional questions or would like to begin the Ombudsman process please call the NSR offices at (978) 232-9410.