

To Whom It May Concern:

REALTOR® is a registered collective membership mark, which may be used only by real estate professionals who are members of the NATIONAL Association of REALTORS® and subscribe to its strict Code of Ethics.

Any person, whether a member or not, having reason to believe that a REALTOR® is guilty of a violation of the REALTOR® Code of Ethics and/or some other membership duty as set forth in the Bylaws of the Naples Area Board of REALTORS® (“NABOR®”), may file an ethics complaint. Ethics complaints must be filed within 180 days after the alleged offense and facts relating to it could have been known by the complainant in the exercise of reasonable diligence or within 180 days after the conclusion of the transaction or event, whichever is later.

It is important to note that, when a REALTOR® is charged with a violation of the Code of Ethics and/or other membership duty as set forth in the Bylaws of NABOR, the complaining party may not recover damages, either actual or punitive, nor can a REALTOR®'s real estate license with the State of Florida be suspended or terminated. Should a REALTOR® be found guilty of violating one or more Articles of the Code, possible sanctions could include a Letter of Warning, a Letter of Reprimand, a fine up to \$15,000.00 payable to NABOR, required attendance at an education seminar, probation, suspension from NABOR and/or expulsion from NABOR. NABOR is not empowered to force a REALTOR® to pay damages of any kind.

Once a complaint is received, it will be presented to NABOR's Grievance Committee for its review and determination at the next available meeting. On or about 5 business days following the Grievance Committee's review, you will be notified of their decision. For a detailed summary of what happens before, during, and after an ethics complaint is filed, please review the *Before You File an Ethics Complaint* article.

Important: You must be present for the hearing. The hearing panel will not make a decision solely on written material. If a complaint is forwarded for a hearing, the complainant(s) have the ultimate burden of providing clear, strong, and convincing evidence that the Code was violated. The National Association of REALTORS® defines clear, strong, and convincing as that measure or degree of proof which will produce a firm belief or conviction as to the allegations sought to be established.

When formulating an Ethics Complaint, please follow the instructions below:

- Be sure to use the appropriate version of the REALTOR® Code. For example, if the alleged violation occurred in 2022, refer to the 2022 version of the Code. If the alleged violation occurred in 2023, refer to the 2023 version of the Code, and so on.
- Do not leave any questions blank on the Ethics Complaint Form.
- Refer to specific Article(s) of the Code when completing the Ethics Complaint Form (do not refer to Standard of Practice(s). Standards of Practices may, however, be referred to in the complainant's written summary in an effort to further support the allegations.
- Each named complainant must print their name, sign, date, and include contact information.
- Attach a type-written summary of what transpired leading up to the Complaint. Standards of Practices may be referred to in the complainant(s) written summary in an effort to further support the allegations.
- Attach other evidence (i.e. copies of listing/sales contracts, lease agreements, correspondence, photos, and/or other pertinent material, etc.) that supports the Complaint.
- Number the pages.
- Do not use staples, office index tabs, professional binding, 3-ring binders, 2-sided copies, or the like when formulating your Complaint.
- Black and white and/or color copies are acceptable.
- Submit your entire ethics complaint packet to my attention at NABOR, 1455 Pine Ridge Road, Naples, FL 34109 or you may email it to corie@nabor.com.

If you have any further questions regarding this process, please feel free to contact me.

Respectfully,



Corie Chase, RCE
Chief Administrative Officer