

In the event of contractual disputes or specific non-contractual disputes as defined in Article 17, Standard of Practice 17-4, between REALTORS® (principals) associated with different firms, arising out of their relationship as REALTORS®, the complainant(s) are **encouraged** to attempt to reach an agreement with the respondent(s) before filing for arbitration. However, if this is not possible, NABOR offers, as a free member service, mediation and arbitration with trained, experienced mediators and arbitration panels. Requests for arbitration must be filed within one hundred eighty (180) days after the closing of the transaction, if any, or within one hundred eighty (180) days after the facts constituting the arbitrable matter could have been known by the complainant in the exercise of reasonable diligence, whichever is later.

When formulating a Request and Agreement to Arbitrate (“Request”), please follow the instructions below:

- Complete, sign, and date the Request.
- Attach a written summary of what transpired leading up to your Request.
- Attach other evidence (i.e. copies of listing/sales contracts, lease agreements, other pertinent material, etc.) that supports your Request.
- Number the pages. **Do not** use staples, office index tabs, professional binding, 3-ring binders, 2-sided copies, or the like when formulating your Request.
- Black and white and/or color copies are acceptable.
- Drop off, email corie@nabor.com, or mail your Request. If you choose to mail, U.S. Certified Return Receipt is recommended if you wish confirmation of receipt.

Upon receipt of your Request:

1. Time permitting, mediation services will be offered to the disputants prior to review of the Request by the Grievance Committee, except where any party requests the Grievance Committee’s determination as to whether or not an arbitrable issue exists between the named parties and whether or not the parties would be required to mediate.
2. Your Request will be forwarded to NABOR’s Grievance Committee for determination as to whether the issue is subject to arbitration, based solely on the Request, including any exhibits or supporting materials you provide.
3. After review by NABOR’s Grievance Committee, assuming the matter is found to be arbitrable, the parties will be required to first mediate. NABOR offers trained mediators who thoroughly understand the real estate transaction process.
4. In the event mediation is unsuccessful, the matter will be forwarded for an arbitration hearing before the Professional Standards Committee.

For a more detailed overview of the process, please review the Arbitration Guidelines.

If you believe a violation of the REALTOR® Code of Ethics may have occurred, you may also file an ethics complaint. When an ethics complaint and a Request are filed at the same time, arising out of the same facts and circumstances, the arbitration procedures will take place first and the ethics procedures will follow upon the conclusion of the arbitration process.

Respectfully,



Corie Chase, RCE
Chief Administrative Officer