

INSTRUCTIONS FOR FILING A DISCIPLINARY ACTION COMPLAINT

A Disciplinary Action complaint alleges a violation of the: 1.) National Association of REALTORS® Code of Ethics; 2) the Santa Barbara Association of REALTORS® Bylaws; or 3) the Santa Barbara Multiple Listing Service Rules and Regulations. A REALTOR® member of the Santa Barbara Association of REALTORS® agrees to abide by the REALTOR® Code of Ethics and the Bylaws. An MLS participant or subscriber agrees to abide by the Santa Barbara Multiple Listing Service Rules and Regulations. A violation of the Code of Ethics, Bylaws or Rules and Regulations could result in disciplinary action which may affect the individual's membership in either or both organizations.

A disciplinary action complaint must be in writing and reviewed by the Grievance Committee in order to be forwarded for a hearing on the matter. Please be as thorough as possible in your filing of a complaint.

Following are instructions for the completion and filing of a disciplinary action complaint:

1. Complete the Disciplinary Complaint form. Be sure to include the names of each individual against whom you are filing the complaint. Be sure to sign the complaint and include complete information where you may be contacted.
2. Write an explanation of your complaint and label it "Exhibit 1." In the opening paragraph of Exhibit 1, please state the name of the member against whom you are filing, the name of the company with whom the member is affiliated and the address of the property involved. Cite the Article(s) of the Code of Ethics and/or the Section(s) of the Bylaws and/or MLS Rules and Regulations which you believe have been violated by the member. Immediately following each Article or Section state the facts upon which your allegation is based. In other words provide information which supports your position that the specific Article or Section has been violated. Be sure to sign "Exhibit 1."
3. Please submit legible photocopies of any documents pertinent to the transaction, i.e., deposit receipt, listing agreement, agency agreement, transfer disclosure, telephone log, correspondence, etc.
4. **Mail or deliver your complete complaint and seven (7) copies to Santa Barbara Association of REALTORS®; Attention Krista Pleiser; 1415 Chapala Street; Santa Barbara, CA 93101. Please mark: Confidential.**
5. Any questions regarding the procedure for a complaint may be directed to **Krista Pleiser at (805) 884-8609.**