

Grievance Process Overview

Ombudsman

Simplest process

Process is free

Process is over-the-phone

Case assigned to Certified Ombudsman by Certified Grievance Administrator

Certified Grievance Administrator for LGAAR is CEO

Certified Ombudsmen for LGAAR includes a rotating roster of 3 LGAAR REALTOR members

Certified Ombudsmen are certified by OAR or NAR

Ombudsman contacts Complainant

Ombudsman asks what Complainant wants as outcome to resolve issue

Ombudsman contacts Respondent

Ombudsman works between Complainant and Respondent to resolve issue in accordance to Complainants desired outcome

Ombudsman reports to Grievance Administrator that the case was resolved or that the Complainant has requested Mediation or a Hearing

Mediation

Semi-formal process

Process fee is \$250

Process is over-the-phone and includes an in-person meeting with certified Mediator and Complainant and Respondent

Complainant completes and signs Mediation Agreement

Respondent signs Mediation Agreement

Case assigned to Certified Mediator by Certified Grievance Administrator

Certified Grievance Administrator for LGAAR is CEO

Certified Mediators for LGAAR include a brokerage owner and the CEO of the Firelands Association of REALTORS (Sandusky; formerly a broker and a mediator for gas station industry union)

Certified Mediators for LGAAR may include those certified by OAR/NAR, legal counsel, government offices, etc.

Mediator contacts both parties to schedule an in-person meeting

Mediator does not sanction a member or award commission funds

Awards of commission, if any, are decided between the Complainant and the Respondent at the in-person meeting or any time before a formal hearing, should one be requested

Mediator reports to Grievance Administrator that the case was resolved or that the Complainant has requested Mediation or a Hearing

Ethics & Arbitration

Formal process

Process fee is \$500

Complaint is first reviewed by the Grievance Committee

Grievance Committee determines if paperwork submitted by Complainant is in proper form

Grievance Committee forwards to Professional Standards Committee via the Grievance Administrator

Grievance Administrator uses NAR's process in accordance to the Code of Ethics and Arbitration Manual for all timeframes and steps of the process; this manual can be found on NAR's website in its entirety

Respondent is notified of the date in which their responses regarding the case are due to the Grievance Administrator.

Chair of the Professional Standards Committee sets the date for the Hearing and chooses 2 other panelists and one alternate for the Hearing

Both parties are notified of the date in which the Hearing will be held at the LGAAR Office

Hearing takes place and Panel convenes to Executive Session to determine which side is awarded the full amount in dispute

(created Sept 2016)