



MLKAR

MARATHON & LOWER KEYS
ASSOCIATION OF REALTORS®

Ethics Complaint Process:

The Marathon and Lower Keys Association of Realtors take the Code of Ethics very seriously. The Code of Ethics helps to ensure that REALTORS® are professional and ethical. It is our desire that our members provide the best, most professional and ethical service possible. If you are considering filing an ethics complaint against a Realtor, we take this very seriously and will consider all ethics complaints filed with our Association.

It is recommended that you try to work out any issue with the Realtor and/or with their broker if possible prior to filing an official complaint. If you need the contact information for the broker the Realtor works for we will gladly provide you this information. If you are unable to resolve the matter with the Realtor and/or their broker you may wish to consider the use of our association Ombudsman prior to filing an actual ethics complaint to see if the matter can be resolved with the Ombudsman's assistance. [CLICK THIS LINK TO VIEW THE OMBUDSMAN INFORMATION](#)

Filing an Ethics Complaint:

In order for an ethics complaint to be processed, a formal complaint must be filed using Ethics Complaint Form E-1.

If you are completing this form, you will need to refer to the [Code of Ethics and Standards of Practice](#) from the National Association of REALTORS® to determine which Article(s) you believe have been violated.

Your complaint should include a supporting typewritten narrative or chronological summary of the events giving rise to your complaint.

Once the Ethics Complaint Form E-1 is complete, and any supporting documents are attached, submit it to Marathon and Lower Keys Association of Realtors® at 5800 Overseas Hwy #15 Marathon, FL 33050. Once received, a copy of the complaint and all related materials will be reviewed and a copy sent to the respondent and Grievance Committee for review. The Grievance Committee's responsibility is to review the case materials and, based on a certain set of guidelines they must follow, determine if the facts presented in the complaint warrant a hearing.

If the case is referred to hearing, a panel of Professional Standards Committee members will be appointed to hear the case. This panel will determine if the Code of Ethics has been violated. If the hearing panel, as a result of the ethics hearing, determines that the member has violated the Code of Ethics, they may recommend disciplinary action to MLKAR Board of Directors. Such disciplinary actions may require the respondent to complete an appropriate education class; may prescribe a letter of warning or reprimand; may impose a fine, a period of suspension of member services or a termination of board membership, or a combination of two or more of the above. Additionally, a member found to have violated the Code of Ethics is also charged an administrative fee.

The Ethics Complaint process may take several months, allowing a reasonable time for responses, review by the Grievance Committee, scheduling of the hearing, and for adoption of the hearing panel recommendations by the Board of Directors.

[CLICK HERE FOR IMPORTANT INFORMATION PRIOR TO FILING A COMPLAINT](#)

Any questions feel free to contact me.

Sincerely,

Wayne Carter

Wayne Carter - Chief Executive Officer
Marathon and Lower Keys Association of REALTORS®, Inc
5800 Overseas Highway, Suite 15 Marathon, FL 33050
Phone: 305-743-2485 Fax: 305-743-4679

Email: CEO@MLKAR.com

Form #E-1

Marathon and Lower Keys Association of Realtors®, Inc.
Board or State Association

5800 Overseas Highway #15
Address

Marathon
City

FL
State

33050
Zip

Ethics Complaint

To the **Grievance Committee** of the Marathon and Lower Keys Association of Realtors®, Inc.
Board or State Association

Filed: _____ 20 _____

Complainant(s) Respondent(s)

Complainant(s) charge(s):

An alleged violation of Article(s) _____ of the Code of Ethics or other membership duty as set forth in the bylaws of the Board in _____ And alleges that the above charge(s) (is/are) supported by the attached statement, which is signed and dated by the complainant(s).
Article, Section

This complaint is true and correct to the best knowledge and belief of the undersigned and is filed within one hundred eighty (180) days after the facts constituting the matter complained of could have been known in the exercise of reasonable diligence or within one hundred eighty (180) days after the conclusion of the transaction, whichever is later.

I (we) declare that to the best of my (our) knowledge and belief, my (our) allegations in this complaint are true.

Are the circumstances giving rise to this ethics complaint involved in civil or criminal litigation or in any proceeding before the state real estate licensing authority or any other state or federal regulatory or administrative agency?

Yes No

You may file an ethics complaint in any jurisdiction where a REALTOR® is a member or MLS participant. Note that the REALTORS® Code of Ethics, Standard of Practice 14-1 provides, in relevant part, "REALTORS® shall not be subject to disciplinary proceeding in more than one Board of REALTORS® . . . with respect to alleged violations of the Code of Ethics relating to the same transaction or event."

Have you filed, or do you intend to file, a similar or related complaint with another Association(s) of REALTORS®?

Yes No

If so, name of other Association(s): _____ Date(s) filed: _____

I understand that should the Grievance Committee dismiss this ethics complaint in part or in total, that I have twenty (20) days from my transmittal of the dismissal notice to appeal the dismissal to the Board of Directors.

Complainant(s):

Type/Print Name Signature

Type/Print Name Signature

Address

Phone Email