



Ombudsman Program Overview

WHAT IS THE MLKAR OMBUDSMAN Program?

Ombudsman Procedures adopted by the Marathon and Lower Keys Association of Realtors® (MLKAR) are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. MLKAR is charged with the responsibility of receiving and resolving ethics complaints, and hearing arbitration disputes filed against its members. An Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

HOW WILL I KNOW TO ASK FOR AN OMBUDSMAN?

Many complaints do not expressly allege violations of specific articles of the REALTOR® Code of Ethics and may not concern conduct related to the Code. Some complaints are transactional, technical, and procedural questions that can be readily responded to. Complaints that may be resolved by better communication and negotiation between the parties directly with the aid of an Ombudsman may be appropriate for the Ombudsman program.

WHAT ARE REALTOR® OMBUDSMAN BENEFITS?

This program allows you to receive non-judgmental real estate related information in a timely manner and at no cost.

WHAT THE OMBUDSMEN WILL NOT DO?

- Adjudicate/make the final decision;
- Give legal advice;
- Determine who is right or wrong;
- Disclose communications – Process is CONFIDENTIAL;
- Make any written record of discussions and/or agreements.

WHO ARE THE OMBUDSMEN?

REALTORS® appointed to be Ombudsmen must:

- Meet criteria for extensive real estate experience and/or additional qualifications as determined by the MLKAR Board of Directors;
- Demonstrate objectivity;
- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

The definition of Ombudsman for Realtors® – The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases it can address and solve minor complaints from the public. It can also solve inter-Realtor® conflicts before they become serious



HOW DOES THE OMBUDSMAN PROCESS WORK?

The MLKAR Professional Standards Administrator and/or the Chief Executive Officer will assemble information to be sent to the MLKAR Ombudsman via e-mail. This information may include:

- Name, phone number and role of the complainant (that is, buyer, seller, broker, etc.)
- Name, phone number, and role of the respondent (that is, broker, principal broker, etc.)
- If the respondent is a broker, the name of principal broker and/or managing broker.

The MLKAR Ombudsman will make all necessary contacts in an attempt to resolve the complaint. If the Ombudsman efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Ombudsman will advise the Complainant about the next step(s) in the complaint process.

**Marathon and Lower Keys
Association of REALTORS®
5800 Overseas Highway #15
Marathon, FL 33050
Phone: (305) 743-4679
CEO@MLKAR.com**

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

Request for Ombudsman Services

THIS DOCUMENT IS AVAILABLE ON THE BOARD'S WEBSITE FOR THE CONSUMER TO COMPLETE AND SUBMIT VIA MAIL OR FAX. STAFF WILL FORWARD THIS FORM TO ASSIGNED OMBUDSMAN

Date: _____ **Ombudsman Request**

Name of Complainant: _____

Firm (if any): _____

Address: _____

Preferred Phone for contact: _____

Best time to contact you: _____

Role in Transaction: _____
(buyer, seller, agent, broker)

Subject property (if any) _____

Name of Respondent: _____

Firm: _____

Address: _____

Phone: _____

Role in Transaction: _____
(listing agent, selling agent, broker)

What issue would you like the Ombudsman to resolve? *
(Attach additional form if necessary)

**Return to: Marathon and Lower Keys Association of REALTORS®:
Email (preferred): CEO@MLKAR.com
Mail to: MLKAR, 5800 Overseas Hwy, #15, Marathon, FL 33050...
Fax to: (305) 743-4679**

***** All information on this form is confidential.**