

**When a Complaint is Received  
by the Review Board  
of the Professional Standards Committee**

The Review Board meets on a regular basis, and complainants will be notified of its findings. If the Review Board determines that the complaint should go on to a formal hearing, the following steps will be taken:

1. If the complaint involves a business dispute, (alleged financial damages have occurred), those involved will be offered an opportunity to participate in a Facilitated Settlement Discussion (FSD). This alternative to a formal hearing offers a less time-consuming, less costly way to resolve a business dispute. More information can be obtained regarding this alternative method of resolving a business dispute.
2. If the complaint involves alleged violations of the Code of Ethics or is not settled via an FSD, a formal hearing will be scheduled. Each party involved will be notified by letter of the date and time of the hearing. Each will receive a copy of complaint, response, all pertinent attachments, and a copy of the hearing procedures that will be followed.
3. The parties (with their counsel, if desired), appear before a Professional Standards Hearing Panel, consisting of five to six people. The parties should arrange for their own witnesses to be present. Each party will present testimony, and have the ability to cross-examine the other party and the witnesses. After the closing statement (briefly summarizing the evidence and reason party should prevail), the parties will be excused.
4. The panel will go into executive session to decide the case. A written decision will be rendered within ten days.

If you have questions regarding the complaint process, please contact:

Shari Veldman,  
(616) 581-2906  
[shariv@carwm.com](mailto:shariv@carwm.com)



**PROFESSIONAL  
STANDARDS  
COMPLAINT  
PROCESS**



Commercial Alliance of REALTORS®  
678 Front St. NW, Ste. 257  
Grand Rapids, MI 49504  
616.581.2906  
[www.carwm.com](http://www.carwm.com)



# The Commercial Alliance of REALTORS® (CAR)

## Professional Standards Complaint Process

### Prior to Filing a Complaint:

Meet with your REALTOR®'S Designated Broker and/or Office Manager to discuss your concerns prior to filing a formal complaint with CAR.

Please attach copies of the following documentation (if available and/or applicable) to your complaint:

- Buy and Sell Agreement
- Any Addendums to the Purchase Agreement
- Preliminary Agreement to Lease
- Sales Agency Agreement (For Sale or Lease)
- Buyer Agency Agreement
- Inspection Reports
- Closing Statement
- Environmental Reports

In order for the Review Board of the Professional Standards Committee to consider business dispute complaints, (requests for money, such as monetary damages, etc.) the complainant is required to pay a filing fee, which is refundable if the REALTOR® member declines arbitration or if the complainant prevails.

### How to File a Complaint:

Please provide a written summary of your complaint that includes the following:

- Your name, address and phone number;
- The name of the REALTOR® that the complaint is against;
- The name of the company with whom said REALTOR® is licensed;
- The date that the transaction took place;
- A summary of your complaint, including any pertinent details regarding the transaction.
- Complaint must be signed by the party making the complaint.

**The filing fee does not apply to complaints of unethical conduct.**

Please contact the CAR office to obtain a REQUEST FOR AND AGREEMENT TO ARBITRATE form if the complaint is a business dispute.

Please submit your complaint to:

**Commercial Alliance of REALTORS®  
Professional Standards Committee  
678 Front St. NW, Ste. 257  
Grand Rapids, MI 49504**

**If you are unable to type your complaint, please print as clearly as possible.**