



The Process

1. Contact the Northwest Mississippi REALTORS® for the appropriate forms. The Northwest Mississippi REALTORS® strongly suggests mediation.
2. The ethics complaint or arbitration request will then be sent to the Grievance Committee for review.
3. The Grievance Committee, which functions much like a grand jury, will then review the ethics complaint and/or arbitration request (and response, if any).
4. If the Grievance Committee refers the ethics complaint or arbitration request for a hearing, the parties will be advised of the referral and a copy of the response provided to the complainant.
5. If the Grievance Committee determines that a hearing is not warranted, the parties will be advised that the matter has been dismissed and notified of the opportunity to appeal the Grievance Committee's dismissal to the Board of Directors within 20 days.
6. If the Grievance Committee determines that a hearing is warranted, the parties will be advised of the date, time and place of the hearing subsequent to having an opportunity to challenge any of the hearing panelist for cause.
7. During the hearing, the parties have an opportunity to present their positions. Parties may exercise their right to bring witnesses and/or attorneys to the hearing. The standard of proof in an ethics complaint is clear, strong and convincing evidence. The standard of proof that must be observed to prevail in an arbitration proceeding is a preponderance of the evidence, i.e., that evidence, when taken as a whole, is more convincing than the evidence offered in opposition.
8. The Hearing Panel's ethics decision or arbitration award is transmitted to the parties.
9. Either party may file an ethics appeal with the President, but the complainant may only appeal on a procedural basis. The parties involved in arbitration may appeal only on the basis that there was a procedural irregularity that materially worked to their detriment. Parties have 20 days to file an appeal with the Board of Directors.
10. The Board of Directors, either on an ethics appeal or after the ethics appeal period has expired, renders its final decision, which will, in turn, be transmitted to the parties. Arbitration awards are considered final and binding subsequent to the expiration of the procedural review period.

For more information contact Dana at dana@nwmr.com or 662.449.3553.