



The Greater Albuquerque Association of REALTORS® has a service available for individuals to request arbitration. If this is something you would like to pursue, please complete the appropriate form and attach a written statement and any documentation that supports your Request. This form explains your rights and obligations. Please read it carefully before signing.

**Please note that a \$250 deposit is required as a condition of arbitration.** The disposition of this deposit will be determined by the decision of the arbitration-hearing panel.

Once we receive your complaint, it will be referred to our Grievance Committee for their review. We will advise you at each step of the process.

If the Grievance Committee decision is to forward your case on to the Professional Standards Committee for an arbitration hearing, **it is required for you to attend this hearing and a mandatory pre-hearing in person at our offices.** Please keep this in mind as you begin your complaint process.

However if the Grievance committee decision is to dismiss the case, your \$250.00 deposit will be refunded in full upon that decision.

Please note that the NATIONAL ASSOCIATION OF REALTORS® *Code of Ethics and Standards of Practice* is available at no charge and made available at [www.gaar.com](http://www.gaar.com) OR at [www.realtor.org](http://www.realtor.org)

A copy of the NATIONAL ASSOCIATION OF REALTORS® *Code of Ethics and Arbitration Manual* which governs the policies of the Greater Albuquerque Association of REALTORS® with respect to all hearings may be obtained for a nominal fee by REALTORS® by going to the NAR website: <http://realtor.org/mempolweb.nsf/pages/ceam>.

Deborah Davis, Professional Standards Administrator, Greater Albuquerque Association of REALTORS®, the Valencia County Board of REALTORS®, and the Commercial Association of REALTORS® New Mexico

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REALTOR® is a registered mark which identifies a professional in real estate who subscribes to a Strict Code of Ethics as a member of the NATIONAL ASSOCIATION OF REALTORS®