

The AOR/BOR Citation Review Process

Citations

Your member has 2 Citation Resolution Options. They can pay the fine or request a review. They can request a review by completing the [Citation Review Form](#).

Grievance Package

Once CRMLS receives the completed Citation Review Form, we prepare the Grievance Package for the AOR/BOR. The Grievance Package contains only a summary of the evidence, the Citation and the Citation Review Form. It does not contain every communication between CRMLS and the Violating Member.

Grievance Committee Process

45 Days from date of the Citation Review Form, the Grievance Committee should meet to review the CRMLS Grievance Package and:

- 1) Determine if there is sufficient evidence to move forward with the MLS violation.
 - a. If there is not enough evidence, Grievance should dismiss the Citation.
 - b. If there is sufficient evidence, then Grievance should determine if any N.A.R. Code of Ethics Articles were also violated by any REALTOR® member, and if so, those Articles should be added to the Complaint.
- 2) Grievance may make a settlement offer to the Violating Member.
 - a. Offer should be consistent with any existing AOR/BOR policies.
 - b. Offer should take into account the severity of the alleged violation. A settlement offer containing no fine is not appropriate for any major violations such as copyright, password sharing or lockbox violations.
- 3) If no settlement is appropriate, send the case to Pro Standards for a full evidentiary hearing. The Grievance Committee will be the Complainant. The Grievance Committee does not conduct hearings and does not determine if a violation of the MLS Rules has occurred.
- 4) The results of the Grievance Committee meeting MUST be communicated back to CRMLS within 48 hours.

Pro Standards Hearing

20 Days after the Grievance Committee meeting, a Pro Standards Hearing should be scheduled.

- 1) CRMLS will provide the AOR/BOR the full evidentiary hearing package within 10 calendar days of receipt of the Grievance Committee results.
- 2) If a CRMLS representative will be required to testify, please contact CRMLS as part of the scheduling process.
- 3) The Hearing Results MUST be communicated back to CRMLS within 48 hours.
- 4) If the Respondent requests a review from AOR/BOR Board of Directors, CRMLS must be immediately notified.
- 5) As of 11/1/2018, CRMLS will assess an Administrative Fee in the amount of \$200 if the agent is found to be in violation. In addition, the association may assess an Administrative Fee not to exceed \$500 in addition to any MLS Rule Violation fine. See Pro Standards Manual Part One, Section 7(d).

The proposed Citation review process is a recommendation only, and not required by CRMLS. The information provided is based on the CRMLS interpretation of the C.A.R. Professional Standards Manual, with specific reference to Part One: Association Disciplinary Proceedings and the Implementation Guidelines-Disciplinary A.5. Citations. Each Association or Board should consult their own legal counsel to establish written policies for any settlement procedures or guidelines.