

Filing an Ethics Complaint

- Complete Form #E-1 ([Ethics Complaint Form](#)).
- Attach a written summary of the situation and provide all documentation (such as listing agreements, purchase agreements, buyer contracts or disclosure forms) which supports your complaint.
- Complaints must be filed with the Cumberland County Board of REALTORS® within one hundred eight (180) days from the time a complainant knew (or reasonably should have known) the potentially unethical conduct took place.
- Include **5 copies back and front** of the complaint form and all attachments and submit the materials to the Cumberland County Board of REALTORS®.

Mediation

Mediation is a voluntary and private process in which a neutral party helps individuals resolve arbitrational disputes. During mediation, the parties tend to concentrate on their highest priorities and move towards a compromise on lower priority issues. The mediator will attempt to create and maintain an atmosphere of communication between the parties while facilitating their negotiation.

To request mediation, please download and return the form titled “Request for Mediation.” For additional questions, please contact Diane Foltyn at 856-692-1118 or via email at diane@ccbor.com

Filing an Arbitration Complaint

- Settlement must have already occurred.
- Complete Form #A-1 (Arbitration Form #A1-Request & Agree to Mediate).([Arbitration Form #A1](#))
- Review the Procuring Cause Guidelines
- Attach a written summary of the situation and provide all documentation (such as listing agreements, purchase agreements, buyer contracts or disclosure forms) which support your complaint. You must submit 5 copies
- Complaints must be filed with the Cumberland County Board of REALTORS® within one hundred eighty (180) days of the transaction or when the facts constituting the matter complained of could have been known in the exercise of reasonable diligence.
- Include 5 copies of the complaint form and all attachments and submit the materials to the Cumberland County Board of REALTORS®.