

**Arizona Association of REALTORS®**  
**2010 Professional Standards Statistics**

<b>ETHICS</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Complaints filed	12	23	18	21	74
<b>In process</b> - current year	12	29	42	49	49
<b>In process</b> - prior year	61	50	39	37	37
Filed by Members	2	10	8	3	23
Filed by Public	10	13	10	18	51
Withdrawn prior to GVC	0	1	0	0	1
Not reviewed by GVC	1	2	3	1	7

<b>GRIEVANCE COMMITTEE</b>					
Forwarded	6	10	18	15	49
Dismissed	5	4	5	4	18
Held in Abeyance	1	0	4	0	5

<b>HEARINGS</b>					
Held	10	3	7	8	28
Pending	9	13	19	14	14
Withdrawn prior to hearing	1	0	1	6	8
No-shows	1	1	0	1	3
Found with violations	2	2	4	4	12
Found with no violations	7	1	3	4	15
Appeals	0	0	0	1	1
Rehearing	0	0	0	0	0

ARTICLES CHARGED			Hearing Results		
	Charged 4th Qtr	Fwd 4th Qtr	Dismissed 4th Qtr	No Violation YTD	Violation YTD
Article 1	19	7	12	7	4
Article 2	6	2	4	2	4
Article 3	2	0	2	1	0
Article 4	4	0	4	0	1
Article 5	3	0	3	0	0
Article 6	1	0	1	1	0
Article 7	0	0	0	0	0
Article 8	2	1	1	1	0
Article 9	3	1	2	1	0
Article 10	4	0	4	0	0
Article 11	3	0	3	1	1
Article 12	9	1	8	3	1
Article 13	2	1	1	0	0
Article 14	3	0	3	0	1
Article 15	2	1	1	1	0
Article 16	2	1	1	4	0
Article 17	0	0	0	0	0

DISCIPLINE RECOMMENDED	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Letter of Warning	3	2	1	2	3
Letter of Reprimand	3	1	1	2	7
Education	0	0	2	3	5
Probation	0	0	0	0	0
Suspension	0	0	0	0	0
Expulsion	0	0	0	0	0
Fines - \$250 to \$5,000	0	0	0	1	1

<b>ARBITRATIONS</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	7	10	6	5	28
In process - prior year	2	1	0	0	0
Filed by Members	7	10	6	5	28
Filed by Public	0	0	0	0	0
Resolved prior to GVC	0	0	0	0	0

<b>GRIEVANCE COMMITTEE</b>					
Dismissed	2	1	1	0	4
Forwarded / Mandatory	5	6	4	4	19
Forwarded / Voluntary	0	0	0	0	0

<b>HEARINGS</b>					
Held	1	5	3	4	13
Pending	0	5	4	5	5
Withdrawn prior to hearing	1	0	2	0	3
Dismissed by panel	0	0	0	0	0
Procedural reviews heard	0	0	0	1	1

<b>MONETARY AWARDS</b>	Requests YTD	Awards YTD
\$0 - \$999	2	0
\$1,000 - \$3,000	8	2
\$3,001 - \$5,000	4	1
\$5,001 - \$10,000	8	4
\$10,001 - \$20,000	3	0
\$20,001 + Over	4	0

<b>OMBUDSMAN</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	5	10	18	12	45
In process	1	0	0	2	0
Resolved	2	7	11	7	27
Unresolved	3	3	7	7	20
Involved existing ethics complaint	1	1	2	0	4
Resolved existing ethics complaint	1	1	0	0	2

<b>MEDIATION / NO COMPLAINT FILED</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed			7	15	22
In Process			1	0	1
Filed by Member			8	9	17
Filed by Public			3	6	9
Held			5	5	10
Success			5	4	9
Unsuccess			0	1	1
Withdrawn			0	0	0
No Action / Unwilling			1	10	11

<b>MEDIATION of ETHIC COMPLAINTS</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	0	2	7	7	16
In Process	0	1	0	0	0
Filed by Member			2	2	4
Filed by Public			5	5	10
Held	0	2	2	2	6
Success	2	2	1	2	7
Unsuccess			1	0	1
Withdrawn			2	0	2
No Action / Unwilling			3	5	8

<b>MEDIATION of ARBITRATION DISPUTES</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	0	1	1	8	10
In Process	0	0	0	1	1
Filed by Member			1	8	9
Filed by Public			0	0	0
Held	2	1	1	2	6
Success	2	0	0	2	4
Unsuccess			1	0	1
Withdrawn			0	0	0
No Action / Unwilling			0	6	6

## PROFESSIONAL STANDARDS 2010 STATISTICS

LOCAL ASSOCIATION FILINGS	1ST QTR		2ND QTR		3RD QTR		4TH QTR		TOTAL
	Ethics	Arbitration	Ethics	Arbitration	Ethics	Arbitration	Ethics	Arbitration	
Bullhead City/Mohave Valley	0	0	1	0	0	0	0	0	1
Casa Grande	1	0	0	0	0	0	1	0	2
Central Arizona	0	0	0	0	0	0	1	0	1
Douglas	0	0	0	0	0	0	0	0	0
Graham/Greenlee	0	0	0	0	0	0	0	0	0
Green Valley	0	0	0	0	0	0	0	0	0
Kingman/Golden Valley	0	0	1	0	1	0	2	0	4
Lake Havasu	0	0	0	0	1	1	1	0	3
La Paz	0	0	1	0	0	0	1	0	2
Northern Arizona	0	0	0	0	0	0	0	1	1
Phoenix	4	4	6	4	7	2	6	0	33
Prescott Area	1	0	2	1	3	0	0	0	7
Santa Cruz County	0	0	0	0	0	0	0	0	0
Scottsdale	3	2	5	3	0	1	5	0	19
Sedona/Verde Valley	0	0	0	0	2	0	0	1	3
Southeast Arizona	1	0	1	0	0	0	1	0	3
Tucson	1	0	2	0	2	0	0	0	5
West Maricopa	0	1	1	1	2	0	3	2	10
White Mountains	1	0	0	0	0	0	1	0	2
Yuma	0	0	2	0	0	0	0	0	2
<b>Non-Signatory Association</b>	0	0	0	0	0	0	0	0	0
Southeast Valley Regional	0	0	1	1	1	2	0	1	6