

**Arizona Association of REALTORS®  
2011 Professional Standards Statistics**

<b>ETHICS</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Complaints filed	26	38	24	16	104
<b>In process</b> - current year	26	40	48	35	35
<b>In process</b> - prior year	66	58	57	38	38
Filed by Members	6	5	5	4	20
Filed by Public	20	33	19	12	84
Withdrawn prior to GVC	1	1	1	0	3
Not reviewed by GVC	3	3	0	0	6

<b>GRIEVANCE COMMITTEE</b>					
Forwarded	20	19	19	11	69
Dismissed	7	16	6	3	32
Held in Abeyance (ALL)	1	0	29	29	29

<b>HEARINGS</b>					
Held	7	5	5	9	26
Pending	20	22	25	10	22
Withdrawn prior to hearing	0	0	0	4	4
No-shows	0	0	0	0	0
Found with violations	2	3	1	2	8
Found with no violations	5	2	3	7	17
Appeals	1	0	0	0	1
Rehearing	0	0	0	0	0

	<b>ARTICLES CHARGED</b>			<b>Hearing Results</b>	
	Charged YTD	Forwarded YTD	Dismissed YTD	EXCOM No Violation YTD	EXCOM Violation YTD
Article 1	68	43	25	15	0
Article 2	44	29	15	10	2
Article 3	20	5	15	2	0
Article 4	6	2	4	1	0
Article 5	5	2	3	1	0
Article 6	3	0	3	1	1
Article 7	2	1	1	0	0
Article 8	3	3	0	2	0
Article 9	19	11	8	3	2
Article 10	5	0	5	0	0
Article 11	10	4	6	3	0
Article 12	32	13	19	2	1
Article 13	4	3	1	1	0
Article 14	3	0	3	1	0
Article 15	15	6	9	1	1
Article 16	11	5	6	1	3
Article 17	1	0	1	0	0

<b>DISCIPLINE RECOMMENDED</b>	<b>1ST QTR</b>	<b>2ND QTR</b>	<b>3RD QTR</b>	<b>4TH QTR</b>	<b>YTD</b>
Letter of Warning	2	2	2	4	10
Letter of Reprimand	2	3	3	9	17
Education	3	3	3	10	19
Probation	0	0	0	0	0
Suspension	0	0	0	0	0
Expulsion	0	0	0	0	0
Fines - \$250 to \$5,000	1	1	1	4	7

ARBITRATIONS					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	5	7	9	7	28
In process - prior year	1	0	0	1	0
Filed by Members	5	7	8	7	27
Filed by Public	0	0	1	0	1
Resolved prior to GVC	0	0	0	0	0

GRIEVANCE COMMITTEE					
Dismissed	1	1	2	1	5
Forwarded / Mandatory	3	6	5	6	20
Forwarded / Voluntary	0	0	0	0	0

HEARINGS					
Held	3	2	3	6	14
Pending	3	7	4	4	18
Withdrawn prior to hearing	1	0	1	0	2
Dismissed by panel	0	0	0	0	0
Procedural reviews heard	0	0	0	0	0

MONETARY AWARDS	Requests YTD	Awards YTD
\$0 - \$999	2	1
\$1,000 - \$3,000	7	1
\$3,001 - \$5,000	4	1
\$5,001 - \$10,000	6	1
\$10,001 - \$20,000	7	1
\$20,001 + Over	3	1

<b>OMBUDSMAN</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	14	32	42	16	104
In process	0	1	2	0	3
Resolved	9	21	32	12	74
Unresolved	4	9	8	3	24
Involved existing ethics complaint	0	1	3	1	5
Resolved existing ethics complaint	0	0	2	0	2

<b>MEDIATION / NO COMPLAINT FILED</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	3	2	0	0	5
In Process	2	0	0	0	2
Filed by Member	3	2	0	0	5
Filed by Public	0	0	0	0	0
Held	0	1	0	0	1
Success	0	1	0	0	1
Unsuccessful	0	0	0	0	0
Withdrawn	0	1	0	0	1
No Action / Refused by Member	1	1	0	0	2
No Action / Refused by Public	0	0	0	0	0

<b>MEDIATION of ETHIC COMPLAINTS</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	10	8	10	10	38
In Process	2	1	2	1	6
Filed by Member	2	3	2	2	9
Filed by Public	8	5	8	8	29
Held	0	2	2	2	6
Success	0	0	2	2	4
Unsuccessful	0	0	0	0	0
Withdrawn	1	4	2	3	10
No Action / Refused by Member	0	2	1	2	5
No Action / Refused by Public	3	2	2	0	7

<b>MEDIATION of ARBITRATION DISPUTES</b>					
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
Filed	2	4	5	4	15
In Process	2	0	2	1	5
Filed by Member	2	3	5	4	14
Filed by Public	0	1	0	0	1
Held	0	1	1	3	5
Success	0	1	0	3	4
Unsuccessful	0	0	1	0	1
Withdrawn	0	0	0	0	0
No Action / Refused by Member	2	2	4	0	8
No Action / Refused by Public	0	0	0	0	0

