Arizona Association of REALTORS® 2011 Professional Standards Statistics

ETHICS						
	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD	
Complaints filed	26	38	24	16	104	
In process - current year	26	40	48	35	35	
In process - 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Withdrawn prior to GVC	1	1	1	0	3	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	

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

HEARINGS						
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Withdrawn prior to hearing	0	0	0	4	4	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	

ARTICLES CHARGED				Hearing	Results
				EXCOM No	EXCOM
	Charged	Forwarded	Dismissed	Violation	Violation
	YTD	YTD	YTD	YTD	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

DISCIPLINE RECOMMENDED	1ST QTR	2ND QTR	3RD QTR	4TH QTR	YTD
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Withdrawn prior to hearing	1	0	1	0	2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

OMBUDSMAN						
	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	

MEDIATION / NO COMPLAINT FILED							
	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		

MEDIATION of ETHIC COMPLAINTS							
	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		

MEDIATION of ARBITRATION DISPUTES											
	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						

LOCAL ASSOCIATION FILINGS	15	1ST QTR		2ND QTR		3RD QTR		4TH QTR	
	Ethics	Arbitration	Ethics	Arbitration	Ethics	Arbitration	Ethics	Arbitration	YTD
Bullhead City/Mohave Valley	1	0	0	0	0	1	0	0	2
Casa Grande	0	0	0	0	1	0	0	0	1
Central Arizona	0	1	1	0	0	0	0	0	2
Douglas	1	0	0	0	0	0	0	0	1
Graham/Greenlee	0	0	0	0	1	0	0	0	1
Green Valley	0	0	1	0	0	0	0	0	1
Kingman/Golden Valley	1	0	0	0	1	1	0	0	3
Lake Havasu	0	0	0	0	0	0	0	0	0
La Paz	0	0	0	0	0	0	0	0	0
Northern Arizona	1	0	1	0	2	0	0	0	4
Phoenix	7	2	10	0	5	1	6	2	33
Prescott Area	0	1	1	0	4	0	1	1	8
Santa Cruz County	0	0	0	0	0	0	0	0	0
Scottsdale	6	0	14	4	6	4	0	2	36
Sedona/Verde Valley	0	0	0	0	0	0	0	0	0
Southeast Arizona	0	0	1	0	0	1	0	0	2
Tucson	3	0	3	0	4	0	3	0	13
West Maricopa	4	1	3	2	6	1	4	1	22
White Mountains	0	0	1	0	1	0	0	0	2
Yuma	0	0	0	0	0	0	1	0	1
Non-Signatory Association	0	0	0	0	0	0	0	0	0
Southeast Valley Regional	0	0	0	1	0	0	0	1	2
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