

2021 Professional Standards Local AOR Statistics YTD
2021 Professional Standards Statistics

ETHICS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Complaints filed	65	57	51	36	209
Filed by Members	20	15	14	10	59
Filed by Public	45	41	35	23	144
Filed by Public and Member	0	1	2	3	6

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded	36	26	23	17	102
Citation Program Offered	4	2	2	1	9
Citation Program Accepted	0	3	1	0	4

MEDIATION of ETHICS COMPLAINTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requested By a Party	8	7	12	4	31
Refused By a Party	5	6	6	1	18
Held	0	1	4	1	6
Success	0	1	4	1	6

HEARINGS <i>** (May include cases from previous quarters/years)</i>					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	14	14	12	9	49
W/D Prior to Hearing	2	4	4	10	20

ABEYANCE <i>** (1 to 3 year holding periods)</i>					
Holding	2	0	1	0	3

DISCIPLINE RECOMMENDED					
	Qtr1	Qtr2	Qtr3	Qtr 4	YTD
Letter of Warning	4	6	5	1	16
Letter of Reprimand	2	0	1	1	4
Education	6	8	6	2	22
Probation	0	0	0	0	0
Suspension	0	0	0	0	0
Expulsion	0	0	0	0	0
Fines - \$250 to \$5,000	3	0	4	0	7

2021 Professional Standards Quarterly Statistics

ARBITRATIONS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Filed by Members	12	7	8	2	29
Filed by Public	0	0	0	0	0

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded / Mandatory	4	7	5	1	17
Forwarded / Voluntary	0	0	1	0	1

MEDIATION of ARBITRATION DISPUTES					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	8	5	5	4	22
Success	4	1	2	1	8

Hearings					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	3	2	5	2	12
W/D Prior to Hearing	1	1	0	0	2

MONETARY AWARDS	Requests	Awards
	YTD	YTD
\$0 - \$999		3
\$1,000 - \$3,000	2	0
\$3,001 - \$5,000		0
\$5,001 - \$10,000	2	1
\$10,001 - \$20,000	11	4
\$20,001 + Over	11	4

2021 Professional Standards Quarterly Statistics

OMBUDSMAN					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requests Filed	10	5	10	3	28
In process	0	0		0	0
Resolved	7	4	6	1	18
Involved existing ethics complaint	0	0	0	0	0
Resolved existing ethics complaint	0	0	0	0	0
Out of Scope	2	1	4	1	8

MEDIATION of BBEEA					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	0	2	0	0	2
Successful	0	2	0	0	2

2021 Professional Standards Local AOR Statistics

# of Cases Filed	Non-Member Filings	REGION 1				REGION 2	REGION 3					REGION 4		REGION 5		TOTALS
		Bullhead City/Mohave Valley 1385	Kingman Golden Valley 1425	Lake Havasu 1430	Yuma 1490	**WeSERV 1470	Central Arizona 1400	Northern Arizona 1435	Prescott Area 1445	Sedona Verde Valley 1460	White Mountains 1485	Scottsdale 1455	Phoenix 1440	Green Valley Sahuarita 1420	Tucson 1480	
ARBs	0	0	0	0	0	2	1	0	1	3	0	7	14	0	1	29
ETHICS	13	3	2	2	3	46	2	8	4	2	6	41	48	5	24	209
Article 1	Charged	3	1	1	1	7		4	2	1	2	27	17	3	11	80
	Violated				1				1	1		1	4	1	2	11
Article 2	Charged					3		3			2	13	7	1	3	32
	Violated												2	1		3
Article 3	Charged	1				1			1			6	3	1		13
	Violated	1											1			2
Article 4	Charged					1						2	1			4
	Violated															0
Article 5	Charged											2	1			3
	Violated															0
Article 6	Charged					1							2			3
	Violated												1			1
Article 7	Charged					1										1
	Violated															0
Article 8	Charged			8										1		9
	Violated															0
Article 9	Charged	1			1	1		3	2		2	5	2	1	8	26
	Violated				1				1			1			2	5
Article 10	Charged					3		2								5
	Violated															0
Article 11	Charged					2		3			2	3	7		1	18
	Violated												1			1
Article 12	Charged					2					3	3	5		3	16
	Violated															0
Article 13	Charged									1		1				2
	Violated									1						1
Article 14	Charged											1				1
	Violated															0
Article 15	Charged					2						5	2			9
	Violated											2				2
Article 16	Charged					2					1	6	1		3	13
	Violated											1	1		1	3
Article 17	Charged															0
	Violated															0

**Indicates complaints filed at

Arizona REALTORS® which were then forwarded to WeSERV.