

2022 Professional Standards Statistics YTD

| ETHICS | | | | | |
|----------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Complaints filed | 51 | 53 | | | |
| Filed by Members | 16 | 13 | | | |
| Filed by Public | 34 | 39 | | | |
| Filed by Public and Member | 1 | 1 | | | |

| GRIEVANCE COMMITTEE | | | | | |
|---------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Forwarded | 18 | 16 | | | |
| Citation Program Offered | 1 | 4 | | | |
| Citation Program Accepted | 1 | 2 | | | |

| MEDIATION of ETHICS COMPLAINTS | | | | | |
|--------------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Requested By a Party | 6 | 7 | | | |
| Refused By a Party | 4 | 3 | | | |
| Held | 4 | 2 | | | |
| Success | 4 | 2 | | | |

| HEARINGS ** (May include cases from previous quarters/years) | | | | | |
|---|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Held | 11 | 14 | | | |
| Violation | 4 | 3 | | | |
| W/D Prior to Hearing | 10 | 3 | | | |

| ABEYANCE ** (1 to 3 year holding periods) | | | | | |
|--|---|---|--|--|--|
| Holding | 1 | 1 | | | |

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

2022 Professional Standards Statistics

| ARBITRATIONS | | | | | |
|------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Filed by Members | 6 | 7 | | | |
| Filed by Public | 0 | 0 | | | |

| GRIEVANCE COMMITTEE | | | | | |
|-----------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Forwarded / Mandatory | 3 | 8 | | | |
| Forwarded / Voluntary | 0 | 0 | | | |

| MEDIATION of ARBITRATION DISPUTES | | | | | |
|-----------------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Held | 0 | 4 | | | |
| Success | 0 | 0 | | | |

| Hearings | | | | | |
|----------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Held | 1 | 1 | | | |
| W/D Prior to Hearing | 0 | 1 | | | |

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

2022 Professional Standards Statistics

| OMBUDSMAN | | | | | |
|------------------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Requests Filed | 5 | 12 | | | |
| In process | 0 | 0 | | | |
| Resolved | 3 | 4 | | | |
| Involved existing ethics complaint | 0 | 0 | | | |
| Resolved existing ethics complaint | 0 | 0 | | | |
| Out of Scope | 2 | 8 | | | |

| MEDIATION of BBEEA | | | | | |
|---------------------------|------|------|-------|-------|-----|
| | Qtr1 | Qtr2 | Qtr 3 | Qtr 4 | YTD |
| Held | 0 | 1 | | | |
| Successful | 0 | 0 | | | |

2022 Professional Standards Local AOR Statistics- YTD

| # 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 | | | | | | 1 | | | | | 6 | 5 | | 1 | 13 |
| ETHICS | 9 | 1 | 1 | 5 | 1 | 32 | | 4 | 8 | 1 | 2 | 15 | 17 | | 8 | 104 |
| Article 1 | Charged | 2 | 1 | 3 | 1 | | | 1 | 1 | 1 | | 7 | 9 | | 2 | 28 |
| | Violated | 1 | | | | | | | | 1 | | | 2 | | | 4 |
| Article 2 | Charged | 1 | | | | | | | | 1 | | | 7 | | 3 | 12 |
| | Violated | | | | | | | | | 1 | | 1 | 2 | | | 4 |
| Article 3 | Charged | | | 1 | | | | 1 | | | | | 2 | | | 4 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 4 | Charged | 1 | | | | | | | | | | | | | 1 | 2 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 5 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 6 | Charged | | | | | | | | | | | | 1 | | | 1 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 7 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 8 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 9 | Charged | 1 | | 2 | | | | | | 1 | | 1 | 2 | | 1 | 8 |
| | Violated | | | 1 | | | | | | | | | | | | 1 |
| Article 10 | Charged | | | | | | | | | | | | 2 | | | 2 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 11 | Charged | | | | 1 | | | | | 1 | | 1 | 1 | | 1 | 5 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 12 | Charged | | | | | | | | 1 | | | 1 | 3 | | | 5 |
| | Violated | | | | | | | | | | 1 | | | | | 1 |
| Article 13 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 14 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 15 | Charged | | | 1 | | | | | 1 | | | 1 | 1 | | | 4 |
| | Violated | | | 1 | | | | | | | | 1 | | | | 2 |
| Article 16 | Charged | | | 1 | | | | | 3 | | | 2 | | | | 6 |
| | Violated | | | | | | | | | | | | | | | 0 |
| Article 17 | Charged | | | | | | | | | | | | | | | 0 |
| | Violated | | | | | | | | | | | | | | | 0 |

**Indicates complaints filed at Arizona REALTORS® which were then forwarded to WeSERV.