

2023 Professional Standards Statistics YTD

ETHICS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Complaints filed	52	54	64		170
Filed by Members	16	16	25		57
Filed by Public	35	36	39		110
Filed by Public and Member	1	2	0		3

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded	26	22	33		81
Citation Program Offered	3	4	2		9
Citation Program Accepted	1	1	1		3

MEDIATION of ETHICS COMPLAINTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requested By a Party	9	3	9		21
Refused By a Party	7	2	3		12
Held	2	1	0		3
Success	2	0	0		2

HEARINGS ** (May include cases from previous quarters/years)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	13	9	15		37
Members found in Violation	12	4	5		21
W/D Prior to Hearing	2	7	4		13

ABEYANCE ** (1 to 3 year holding periods)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Holding	1	1	1		3

DISCIPLINE RECOMMENDED					
	Qtr1	Qtr2	Qtr3	Qtr 4	YTD
Letter of Warning	4	1	0		5
Letter of Reprimand	1	0	0		1
Education	10	3	5		18
Probation	0	0	0		0
Suspension	0	0	0		0
Expulsion	0	0	0		0
Fines - \$250 to \$5,000	4	3	4		11

2023 Professional Standards Statistics

ARBITRATIONS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Filed by Members	2	4	8		14
Filed by Public	0	0	0		0

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded / Mandatory	1	2	6		9
Forwarded / Voluntary	0	0	0		0

MONETARY REQUESTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
\$1 - \$999	0	0	0		0
\$1,000 - \$3,000	0	1	2		3
\$3,001 - \$5,000	0	0	0		0
\$5,001 - \$10,000	1	1	0		2
\$10,001 - \$20,000	1	0	4		5
\$20,001 + Over	0	11	2		13

MEDIATION of ARBITRATION DISPUTES					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	5	3	2		10
Success	1	1	1		3

HEARINGS **(May include cases from previous quarters/years)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	4	3	1		8
W/D Prior to Hearing	1	1	1		3

MONETARY AWARDS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
\$0	2	2	1		5
\$1 - \$999	0	0	0		0
\$1,000 - \$3,000	0	0	0		0
\$3,001 - \$5,000	0	0	0		0
\$5,001 - \$10,000	0	0	0		0
\$10,001 - \$20,000	0	1	0		1
\$20,001 + Over	2	0	0		2

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OMBUDSMAN					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requests Filed	5	3	10		18
In process	0	0	0		0
Resolved	2	2	2		6
Involved existing ethics complaint	0	0	0		0
Resolved existing ethics complaint	0	0	0		0
Out of Scope	3	1	8		12

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

2023 Professional Standards Local AOR Statistics-Q3

# 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	3	0	0	0	0	0	2	2	0	1	8
ETHICs	0	0	2	0	1	12	1	1	4	0	5	15	11	1	11	64
Article 1	Charged		1				4	1	1		1	2	7		5	22
	Violated								1							1
Article 2	Charged		1									3	3			7
	Violated	1							1							2
Article 3	Charged						4					2			2	8
	Violated															0
Article 4	Charged						2									2
	Violated															0
Article 5	Charged							1				1				2
	Violated															0
Article 6	Charged															0
	Violated															0
Article 7	Charged															0
	Violated															0
Article 8	Charged						2						1			3
	Violated															0
Article 9	Charged						2		1		1		3		2	9
	Violated															0
Article 10	Charged											3			1	4
	Violated															0
Article 11	Charged										2		4			6
	Violated											1				1
Article 12	Charged		1				2						2		1	6
	Violated								1				1			2
Article 13	Charged															0
	Violated															0
Article 14	Charged															0
	Violated														1	1
Article 15	Charged				2	1					1	1				5
	Violated															0
Article 16	Charged											1	1			2
	Violated															0
Article 17	Charged															0
	Violated															0

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