

2023 Professional Standards Statistics YTD

ETHICS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Complaints filed	52	54	64	42	212
Filed by Members	16	16	25	13	70
Filed by Public	35	36	39	28	138
Filed by Public and Member	1	2	0	1	4

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded	26	22	33	15	96
Citation Program Offered	3	4	2	4	13
Citation Program Accepted	1	1	1	1	4

MEDIATION of ETHICS COMPLAINTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requested By a Party	9	3	9	5	26
Refused By a Party	7	2	3	2	14
Held	2	1	0	5	8
Success	2	0	0	3	5

HEARINGS ** (May include cases from previous quarters/years)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	13	9	15	13	50
Members found in Violation	12	4	5	5	26
W/D Prior to Hearing	2	7	4	3	16

ABEYANCE ** (1 to 3 year holding periods)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Holding	1	1	1	2	5

DISCIPLINE RECOMMENDED					
	Qtr1	Qtr2	Qtr3	Qtr 4	YTD
Letter of Warning	4	1	0	0	5
Letter of Reprimand	1	0	0	1	2
Education	10	3	5	5	23
Probation	0	0	0	0	0
Suspension	0	0	0	0	0
Expulsion	0	0	0	0	0
Fines - \$250 to \$5,000	4	3	4	3	14

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ARBITRATIONS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Filed by Members	2	4	8	5	19
Filed by Public	0	0	0	0	0

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded / Mandatory	1	2	6	2	11
Forwarded / Voluntary	0	0	0	1	1

MONETARY REQUESTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
\$1 - \$999	0	0	0	0	0
\$1,000 - \$3,000	0	1	2	1	4
\$3,001 - \$5,000	0	0	0	0	0
\$5,001 - \$10,000	1	1	0	1	3
\$10,001 - \$20,000	1	0	4	2	7
\$20,001 + Over	0	11	2	0	13

MEDIATION of ARBITRATION DISPUTES					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	5	3	2	2	12
Success	1	1	1	1	4

HEARINGS **(May include cases from previous quarters/years)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	4	3	1	1	9
W/D Prior to Hearing	1	1	1	0	3

MONETARY AWARDS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
\$0	2	2	1	1	6
\$1 - \$999	0	0	0	0	0
\$1,000 - \$3,000	0	0	0	0	0
\$3,001 - \$5,000	0	0	0	0	0
\$5,001 - \$10,000	0	0	0	0	0
\$10,001 - \$20,000	0	1	0	0	1
\$20,001 + Over	2	0	0	0	2

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OMBUDSMAN					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requests Filed	5	3	10	3	21
In process	0	0	0	0	0
Resolved	2	2	2	2	8
Involved existing ethics complaint	0	0	0	0	0
Resolved existing ethics complaint	0	0	0	0	0
Out of Scope	3	1	8	2	14

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

2023 Professional Standards Local AOR Statistics-Q4

# of Cases Filed	Non-Member Filings	REGION 1					REGION 2				REGION 3				REGION 4		REGION 5		TOTALS
		Arizona REALTORS® 804	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	0	0	0	0	0	0	0	0	0	0	0	0	0	5
ETHICS	1	1	0	1	0	15	0	4	0	0	0	0	3	9	2	5	42		
Article 1	Charged Violated					2		1				3	1			1	8		
Article 2	Charged Violated							1				1		1		1	3		
Article 3	Charged Violated																2		
Article 4	Charged Violated																1		
Article 5	Charged Violated																1		
Article 6	Charged Violated																1		
Article 7	Charged Violated																1		
Article 8	Charged Violated																1		
Article 9	Charged Violated																1		
Article 10	Charged Violated																1		
Article 11	Charged Violated																1		
Article 12	Charged Violated																1		
Article 13	Charged Violated																1		
Article 14	Charged Violated																1		
Article 15	Charged Violated																1		
Article 16	Charged Violated																1		
Article 17	Charged Violated																1		

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