

2024 Professional Standards Statistics

ETHICS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Complaints filed	53				53
Filed by Members	17				17
Filed by Public	36				36
Filed by Public and Member	0				0

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded	23				23
Citation Program Offered	1				1
Citation Program Accepted	2				2

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

HEARINGS <i>** (May include cases from previous quarters/years)</i>					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	19				19
Members found in Violation	6				6
W/D Prior to Hearing	2				2

ABEYANCE <i>** (1 to 3 year holding periods)</i>					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Holding	2				2

DISCIPLINE RECOMMENDED					
	Qtr1	Qtr2	Qtr3	Qtr 4	YTD
Letter of Warning	1				1
Letter of Reprimand	0				0
Education	9				9
Probation	0				0
Suspension	0				0
Expulsion	0				0
Fines - \$250 to \$5,000	1				1

2019 Professional Standards Quarterly Statistics

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

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

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

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

HEARINGS **(May include cases from previous quarters/years)					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	2				2
W/D Prior to Hearing	1				1

2019 Professional Standards Quarterly Statistics

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

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

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

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	1	0	0	0	0	0	0	2	0	2	5
ETHICS	1	1	1	0	1	0	15	0	4	0	0	0	3	9	2	5	42
Article 1	<i>Charged Violated</i>						2		1			3	1		1	8	
								1	1				1		1	4	
Article 2	<i>Charged Violated</i>											1		1		2	
												2		1		3	
Article 3	<i>Charged Violated</i>											1				1	
																0	
Article 4	<i>Charged Violated</i>						2									2	
																0	
Article 5	<i>Charged Violated</i>								1							0	
																1	
Article 6	<i>Charged Violated</i>															0	
															1	1	
Article 7	<i>Charged Violated</i>															0	
																0	
Article 8	<i>Charged Violated</i>														1	1	
															1	1	
Article 9	<i>Charged Violated</i>								1				1		1	2	
																1	
Article 10	<i>Charged Violated</i>												1			0	
																1	
Article 11	<i>Charged Violated</i>												1			0	
																1	
Article 12	<i>Charged Violated</i>											2	1		2	5	
													1		1	2	
Article 13	<i>Charged Violated</i>											1				1	
																0	
Article 14	<i>Charged Violated</i>															0	
																0	
Article 15	<i>Charged Violated</i>											1	1		1	3	
													1			1	
Article 16	<i>Charged Violated</i>								1							1	
												1	1			2	
Article 17	<i>Charged Violated</i>															0	
																0	

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