

2024 Professional Standards Statistics

ETHICS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Complaints filed	53	63	61	33	210
Filed by Members	17	21	12	8	58
Filed by Public	36	42	48	22	148
Filed by Public and Member	0	0	1	3	4

GRIEVANCE COMMITTEE					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Forwarded	23	24	28	12	87
Citation Program Offered	1	5	6	0	12
Citation Program Accepted	2	2	3	0	7

MEDIATION of ETHICS COMPLAINTS					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requested By a Party	8	10	7	6	31
Refused By a Party	6	3	5	4	18
Held	1	2	3	4	10
Success	0	1	3	4	8

HEARINGS <i>** (May include cases from previous quarters/years)</i>					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Held	19	17	7	11	54
Members found in Violation	6	11	4	4	25
W/D Prior to Hearing	2	3	7	5	17

ABEYANCE <i>** (1 to 3 year holding periods)</i>					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Holding	2	4	4	1	11

DISCIPLINE RECOMMENDED					
	Qtr1	Qtr2	Qtr3	Qtr 4	YTD
Letter of Warning	1	2	2	3	8
Letter of Reprimand	0	0	0	0	0
Education	9	10	3	3	25
Probation	0	0	0	0	0
Suspension	0	0	0	0	0
Expulsion	0	0	0	0	0
Fines - \$250 to \$5,000	1	6	2	3	12

2024 Professional Standards Quarterly Statistics

ARBITRATIONS						
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD	
Filed by Members	5	5	2	0	12	
Filed by Public	0	0	0	0	0	

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

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

MEDIATION of ARBITRATION DISPUTES						
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD	
Held	0	5	3	2	10	
Success	0	4	1	1	6	

HEARINGS ** (May include cases from previous quarters/years)						
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD	
Held	2	2	0	1	5	
W/D Prior to Hearing	1	0	0	2	3	

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

2024 Professional Standards Quarterly Statistics

OMBUDSMAN					
	Qtr1	Qtr2	Qtr 3	Qtr 4	YTD
Requests Filed	5	5	5	5	20
In process	0	0	0	0	0
Resolved	1	0	4	4	9
Involved existing ethics complaint	0	0	0	0	0
Resolved existing ethics complaint	0	0	1	0	1
Out of Scope	3	5	0	1	9

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

2024 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
ETHICS	3			1			10		1				8	5		5	33
Article 1	<i>Charged Violated</i>		1						1				1	1		11	15
																	0
Article 2	<i>Charged Violated</i>			1												1	2
																	0
Article 3	<i>Charged Violated</i>																0
																	0
Article 4	<i>Charged Violated</i>																0
																	0
Article 5	<i>Charged Violated</i>																0
																	0
Article 6	<i>Charged Violated</i>																0
																	0
Article 7	<i>Charged Violated</i>													1			1
																	0
Article 8	<i>Charged Violated</i>																0
																	0
Article 9	<i>Charged Violated</i>		1													3	4
																	0
Article 10	<i>Charged Violated</i>																0
				1													1
Article 11	<i>Charged Violated</i>															1	1
																	0
Article 12	<i>Charged Violated</i>			1									1	1		1	4
																	0
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				1
Article 16	<i>Charged Violated</i>												2	1			3
													1			1	3
Article 17	<i>Charged Violated</i>																0
																	0

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