

**GENERAL INSTRUCTIONS AND INFORMATION FOR
FILING AND RESPONDING TO REQUESTS FOR ARBITRATION
Complaints are Broker to Broker**

1. The "Request and Agreement to Arbitrate" must be filled out and submitted with any documentation you feel will support your claim to the Professional Standards Administrator of the Pikes Peak Association of REALTORS®. (No letter complaints will be accepted.) All complaints must be filed on "Form #A1 "Request and Agreement to Arbitrate" and all documents supporting the claim must be included. **Seven copies (7)** of the complaint are requested. This will enable the Association to have a copy, provide a copy to the respondent and have copies for members of the Grievance Committee/Hearing Panel.
2. The request for arbitration must be filed within one hundred eighty **(180) days** after the closing of the transaction, if any, or within one hundred eighty (180) days after the facts constituting the arbitrable matter could have been known in the exercise of reasonable diligence, whichever is later?"
3. Respondent will have fifteen (15) days from receipt of their notice to file their "Response & Agreement to Arbitrate" (Form # A4). Reply must be submitted with any documentation you feel will support your case to the Professional Standards Administrator of the Pikes Peak Association of REALTORS®. **Seven copies (7) of the complaint are requested.** This will enable the Association to have a copy, provide a copy to complainant and have copies for members of the Grievance Committee/Hearing Panel.
4. Each party to an Arbitration Hearing must submit a **\$400.00 filing fee** along with their Request or Response to Arbitrate. (Checks are made payable to PPAR)
5. Arbitration Requests and Responses will be reviewed by the Grievance Committee of the Pikes Peak Association of REALTORS®. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the Professional Standards Administrator. At this time both parties will be offered Mediation at no cost. If mediation is successful or if the dispute is settled in any other manner, the parties shall notify the Professional Standards Administrator of any such settlement and \$300.00 of the \$400.00 filing fee will be returned to each individual party.
6. If no response is filed to the arbitration request within the fifteen (**15 day**) time frame, the Grievance Committee shall make its determination as to whether an arbitration hearing should be scheduled based upon the information set forth in the request. Complainant and the Professional Standards Committee Chairperson will be advised that no reply has been filed
7. If Arbitration Request and Response are found to not constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee, along with information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.
8. If the matter cannot be settled through Mediation, the Professional Standards Administrator will proceed with a hearing date.
9. You will be e-mailed a list of possible Hearing Panel Members and have an opportunity to challenge anyone on the list. If you challenge someone you must give a reason why. Challenge lists are to be returned to Monica Hux, Professional Standards Administrator: mhux@ppar.org
10. A hearing date will be set and all parties will be notified of the date, time and place of hearing at least twenty-one (21) days prior to the hearing.
11. All parties may be represented by legal counsel. This notice of intent to be represented must be submitted to the Professional Standards Administrator at least fifteen (**15) days** prior to the date of the hearing. Failure to provide timely notice may result in a continuance of the hearing.
12. If parties intend to have witnesses present at the hearing, they must submit the names in writing to the Professional Standards Coordinator at least fifteen (**15) days** prior to the hearing date. It is the responsibility of each party to notify witnesses and legal counsel of the date, time and place of the hearing.
13. All documentation must be submitted with the complaint form. Any additional documentation you feel would benefit your case may be brought the day of the hearing and the chairperson for the hearing will determine if it is admissible
14. Parties shall not discuss the case with any member of the Hearing Panel at any time prior to announcement of a decision in the case
15. No hearing will be held in the absence of a complainant. An arbitration hearing may (depending on state law and the option selected by the Association) proceed in the absence of the respondent.