



**Grievance Committee Volunteer Service Form**

Date \_\_\_\_\_

Member # \_\_\_\_\_

Name \_\_\_\_\_

REALTOR® status (i.e. Broker/Agent) \_\_\_\_\_

Company Name \_\_\_\_\_

Business Address \_\_\_\_\_

Preferred Mailing Address \_\_\_\_\_

Business Phone \_\_\_\_\_ Fax \_\_\_\_\_

Preferred Phone \_\_\_\_\_ Fax \_\_\_\_\_

E-mail \_\_\_\_\_

How many years have you been a REALTOR®?  
\_\_\_\_\_

How many years have you been in the real estate business?  
\_\_\_\_\_

What are your primary and secondary fields of real estate expertise? (i.e. residential, commercial, appraisal etc...)  
\_\_\_\_\_

Do you have any designations?  
\_\_\_\_\_

Have you completed your quadrennial Code of Ethics training? Have you gone beyond the mandatory Code of Ethics training and taken additional Ethics courses? If so, which ones?  
\_\_\_\_\_

How many licensees are affiliated with your brokerage firm?  
\_\_\_\_\_

How many offices does your brokerage firm maintain?  
\_\_\_\_\_

Will you be willing to attend at least three training sessions per year about Professional Standards?  
\_\_\_\_\_

What other relevant professional or procedural training have you received? (i.e. mediation training, in house training etc.)

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Please explain how you would benefit this committee.

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Do you have any questions for us?

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Please complete the following exam:

Please do not assume any facts except those given to you in these scenarios.

1. Agent A has given proper agency notice to prospective buyer and has shown numerous homes over several months. Buyer finds home through Agent A and writes a proper sales contract with financing contingencies. Buyer needs special financing which Agent A is unable to find and the deal falls. The next day Buyer contacts Agent B who is knowledgeable in financing, agent give proper agency notice, signs a contract with Buyer without showing the property. Agent B helps Buyer secure special financing and the transaction closes. Agent A files a request for arbitration. Who is the prevailing party?
2. A listing is input in the MLS system with a compensation fee of 4%. At closing the cooperating office is paid 2% and informed that the Secretary made an error in inputting the fee. The prevailing party is?
3. Agent A calls a listing office inquiring about the status of a listing. The listing has an accepted offer but Agent A is not informed. Agent A brings the issue to a hearing panel citing Article 3 "disclose the existence of an accepted offer to brokers seeking to cooperate). The custom in the area is to not give out this information. Should the listing agent be found guilty of Article 3?
4. Does the issue of agency notice play in the considerations of an arbitration panel?
5. A panel member may ask questions and comment on actions at any time during the hearing?
6. The use of leading questions is an acceptable method for a panel member to conduct cross-examination.
7. In an executive session, a hearing panel decides they need to see the agent full data form from MLS for the transaction involved in the complaint. Because it was not in the

documentation they had received in advance or at the hearing, the chair of the hearing panel asks the EO to pull the information from the MLS. Is this action acceptable?

8. A hearing panel in an arbitration case may refer potential violations of the Code that it learns of in the hearing to the Grievance Committee to process as an ethics complaint?

9. If a hearing panel member receives a call from the non-prevailing party in an arbitration case who requests information about the reasons for the panel's decision, the hearing panel member can objectively answer the questions of the party calling.

10. An agent must have shown the property to be considered as the prevailing party in an arbitration.

I understand that the Grievance Committee meets once a month. My request for membership means that I will make a commitment to prepare for all meetings and treat all files with strict confidentiality. **I am making a commitment** to attend the regularly scheduled monthly meetings.

As a member of the North Shore-Barrington Association of REALTORS<sup>®</sup>, I realize that this is a volunteer position. I shall subscribe to and abide by the Bylaws and the Code of Ethics of the National Association of REALTORS<sup>®</sup>. I certify that all information requested has been provided herein and is accurate and truthful.

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

*(All applications are reviewed by the Leadership in August of each year. All applicants will be notified accordingly of the Leadership's decision regarding election to this committee. If elected, applicant will be placed on this committee for a three year term. Terms begin in September.)*