

## Frequently Asked Questions

**Q:** Where do I find the rules for ethics and arbitration hearings?

**A:** In the version of the NAR **Code of Ethics and Arbitration Manual** adopted by MIAMI (updated annually).

**Q:** Where can I file an ethics complaint or a request for arbitration?

**A:** Please email [ProfessionalStandards@miamire.com](mailto:ProfessionalStandards@miamire.com) for next steps.

**Q:** I want an attorney to represent me. Can you recommend one?

**A:** No, we cannot recommend or endorse an attorney. If you need a referral, you can call The Florida Bar Lawyer Referral Service at (800) 342-8011 or **submit a request for an attorney referral online**. The decision to hire an attorney is an important one, so make sure you fully interview and vet an attorney before you hire one.

**Q:** I have a question about a commission dispute, can you help me?

**A:** No, we cannot give you legal advice or opinion on your possible commission dispute. The association remains neutral in all Professional Standards processes. If you have a question about a commission dispute, you should consult with your own attorney or call the **Florida Realtors Legal Hotline** at (407) 438-1409.

**Q:** Who can file an ethics complaint?

**A:** Anyone can file an ethics complaint against a REALTOR® member where they hold membership. You may [search for a member's local affiliation here](#).

**Q:** How do I determine where a REALTOR® holds membership?

**A:** You may [search for a member's local affiliation here](#).

**Q:** Who can file a request for arbitration?

**A:** Arbitration is generally conducted between Realtor® [principals] or between firms comprised of Realtor® principals. "REALTOR® principal" includes licensed or certified individuals who are sole proprietors, partners in a partnership, or officers or majority shareholders of a corporation, or office managers (including branch office managers) acting on behalf of principals of a real estate firm.



**Q:** How do I determine who a REALTOR® Principal is?

**A:** Requests for arbitration **MUST** be filed by the Designated REALTOR® or REALTOR® Principal for your brokerage ("complainant") against the other Designated REALTOR®, REALTOR® Principal, and/or the brokerage ("respondent(s)"). If you are unsure of who this is, you can research the licensee on DBPR's website and the brokerage on Sunbiz.

**Q:** Are there filing fees for ethics complaints?

**A:** No, there are no filing fees for ethics complaints.

**Q:** Are there filing fees for requests for arbitration?

**A:** Complainant and respondent must each pay a \$500 filing fee. Checks are made payable to MIAMI Association of REALTORS® and sent to the attention of the Professional Standards Department at 1800 Oakwood Drive, Miami, FL 33166.

**Q:** What is the difference between a complainant and a respondent?

**A:** The complainant is the person submitting the filing and the respondent is the person it is filed against.

**Q:** I don't know if I want to file or if my concern is a violation of the Code of Ethics. Can you help me decide?

**A:** MIAMI Association of REALTORS® must remain neutral as it administers the procedures of professional standards and administrators do not make determinations regarding the merits of a potential case. However, we can address procedural questions you may have.

**Q:** Can I have someone request updates and/or communicate on my behalf?

**A:** Professional Standards administrators may only communicate confidential case information with named parties and/or those properly disclosed and allowed per National Association of REALTORS® *Code of Ethics and Arbitration Manual* as adopted by MIAMI.