

Steps to File an Ethics Complaint

You can file your ethics complaint by completing and signing Form #E-1. It is emailed via our case management system, Practice Panther. The party or parties filing the complaint are known as the Complainant. The REALTOR® member the complaint is filed against is known as the Respondent.

We recommend bookmarking our [Professional Standards resource page](#). Among other things, it has the NAR *Code of Ethics and Arbitration Manual*, as adopted by the Board (the “Manual”), which is what governs the proceedings.

PLEASE REMEMBER THE FOLLOWING WHEN FILING ETHICS COMPLAINTS:

- The ethics complaint needs to specify which Article(s) of the Code of Ethics and/or MIAMI REALTORS® [Bylaws](#) you believe the respondent(s) violated. MIAMI REALTORS® cannot opine on which Article(s) should be cited. Since we represent the Association, we must remain neutral at all times.
- Do not forget to submit any evidence or supporting documentation to Professional Standards. Documents must be translated to English, must be legible, in PDF format, and no larger than 50 MB. The parties to ethics hearings are primarily responsible for production of witnesses and evidence they intend to present to the hearing panel (Manual, Section 3).
- MIAMI REALTORS® cannot award damages or take action against a respondent’s license. If you have a claim for damages, you need to consult with your own legal counsel. If you want to file a complaint with the DBPR Florida Real Estate Commission, [here is an article](#) explaining how to do so.
- If you have a commission or compensation dispute with a REALTOR® Principal who is a member of MIAMI REALTORS®, there is a separate process for arbitration. Let us know if you need information about filing a request for arbitration.

WHAT TO EXPECT AFTER AN ETHICS COMPLAINT IS FILED:

- Add ProfessionalStandards@miamire.com and noreply@pp.com to your email safe senders list. Parties receive all notifications about the case via emails from Professional Standards.
- The Grievance Committee reviews ethics complaints at their next scheduled monthly meeting.
- If the Grievance Committee decides to forward the ethics complaint to a hearing, all parties (complainant(s) and respondent(s)) are notified.
- Likewise, if the Grievance Committee decides not to forward the ethics complaint to a hearing, the Complainant will be notified of what their options are at that point.

If you are a person with a disability who requires an accommodation to fully participate in any of the Professional Standards proceedings, please email us at ProfessionalStandards@miamire.com or call us at (305) 468-7000 to let us know.

POR FAVOR NOTE QUE todos los procedimientos y casos se llevan a cabo en inglés. Se requiere la traducción de documentos presentados en español al inglés. Si usted necesita los servicios de un traductor o intérprete, es su responsabilidad de buscar y contratar a un traductor o un intérprete.

