

“OMBUDSMAN LOG”

Complainant(s):

Date:

Relationship to Transaction:

(i.e., buyer, seller, landlord, tenant, broker, agent)

Address:

Email:

Phone:

Potential Respondent(s):

Address:

Email:

Phone:

Potential Respondent(s) Broker:

Address:

Email:

Phone:

(Administrative Use Only)

- Acknowledge** receipt of this log to the Professional Standards Secretary (“Secretary”).
- Call** complainant within 48 hours of receipt of this log. Two to Three attempts to reach the parties should be made prior to closing this file.
- Email** completed log to the Secretary within 48 hours of closing this file.
- After** all materials related to this matter are emailed to the Secretary, shred these materials or return them to the Secretary for proper disposal.

Date contacted: _____

“Hello, my name is _____, and I am a volunteer ombudsman calling on behalf of the Naples Area Board of REALTORS®. As an Ombudsman, I cannot make a decision in your case, however, I can provide you with some assistance.”

(Present basic explanation of what ombudsman is/is not.) – My role as an ombudsman is primarily one of communication and conciliation, not adjudication. I do not determine whether ethics violations have occurred, rather I anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

I understand that you have concerns regarding one of our members. If you would like to share your concerns with me, I might be able to suggest some possible avenues you may pursue to reach a resolution for your situation.

Complainants Concerns: _____

Ascertain complainant's desired outcome (For example, is the complainant seeking revocation of license, sanctions, apology, money, etc.) _____

If REALTOR® respondent is called...explain who you are and communicate the complainant's concerns and desired outcome. Determine if REALTOR® respondent is willing to call complainant to try to resolve. If so, give them their name and phone number.

Date Contacted: _____

- REALTOR® respondent **WILL** contact complainant
- Broker of REALTOR respondent **WILL** contact complainant
- REALTOR® respondent **WILL NOT** contact complainant

Contact complainant to communicate REALTOR® respondent's response.

Date Contacted: _____

If REALTOR® respondent is to contact complainant, follow up with complainant (in approximately one week) to determine if matter has been resolved.

Date Contacted: _____

Parties:

Complainant(s): _____

Respondent(s): _____

- Resolution was reached through ombudsman services. No further action required.
- No resolution was reached through ombudsman services.
- Please mail the complainant an Ethics Arbitration packet.

General category complaint was about (Please check all that apply):

- Repairs
- Would not present contract
- No copies of documents
- Lack of communication
- Listing Agreement
- Advertising
- Inspection Reports
- Affiliation disclosures
- Earnest money
- Mold Issue
- Contract
- Agency
- Procuring cause
- Commission dispute
- Property Management
- Discrimination
- Unauthorized practice of law
- Inter-office dispute
- Unprofessional (rude, irresponsible, inconsiderate, etc.)
- Public trust (fraud, willful discrimination, misappropriation of funds/property)

- Other _____

Ombudsman Name (please print)

Ombudsman Signature

Date

Approved by B.O.D. on 9/8/2011