

# ETHICS COMPLAINT vs MLS COMPLAINT

## How to Know Which to File

### Ethics Complaint

- Violation of a specific article
- Treating all parties fairly
- Misrepresenting, concealing, or exaggerating pertinent facts
- Failure to cooperate with other REALTORS® (does not include the obligation to share commissions, fees, or compensate another broker)
- Failure to disclose you are a REALTOR® or hold interest in the property
- Provide professional services concerning a property or its value where they have a present or contemplated interest unless such interest is specifically disclosed to all affected parties
- Not abiding by Standard of Practice 10.5: REALTORS® must not use harassing speech, hate speech, epithets, or slurs based on race, color, religion, sex, handicap, familial status, national origin, sexual orientation, or gender identity.
- Compensated by more than one party
- Failure to use a trust account
- Not putting things in writing
- Denied professional services based on minority status
- Practicing outside of competence
- False advertising
- Practicing law without a license
- Refusal to present evidence in a hearing
- Bad mouthing other REALTORS®
- Soliciting other REALTORS® clients
- Refusing to participate in (or pay from) arbitration hearing
- Accepting payment or rebater other than commission unless disclosed to all

### MLS Complaint

- Violation of an MLS rule
- Any violation of Supra lockbox/key policy
- Abusing coming soon status (i.e. marketing and showing the property without entry in the MLS)
- Listing brokers misrepresenting the availability of access to show or inspect listed property
- Showing the home without permission
- Failure to identify as a limited service listing
- Change in listing status not reported
- Prohibited use of the term MLS in any medium
- Sharing of MLS user ID and password
- To file a complaint contact: [support@greatermls.com](mailto:support@greatermls.com)

### Reasons for Arbitration\*

- Dispute over commission of sale
- Procuring cause
- Not paying what was listed in the MLS
- Not paying a referral fee

### Contact AREC

- Violation of the law
- Not returning earnest money
- Fraud

### Contact Your Attorney

- Independent contractor agreement disputes
- Legal question with a Commercial issue

\*Contact your Professional Standards Administrator