

ALLEGED VIOLATION

Name of the Person, or company,
for whom the complaint is against: _____

Code of Ethics violation(s) being cited: Article 12

Please explain how your complaint applies to Code of Ethics Article 12:

The complainant shall provide copies of evidence of the alleged violation of Article 12 with all relevant documentation, such as: REALTOR® advertisements, business cards, flyers, website screenshots, or newspaper clippings. The alleged violation may constitute a breach of the Code of Ethics (review the Code of Ethics document at: www.ocar.org).

Complaints made anonymously will be reviewed only for possible violations of Article 12 of the REALTOR® Code of Ethics, which largely governs advertising. Potential violations outside of Article 12 should be filed as a grievance, which may not be filed anonymously. In order to file a grievance, please follow the procedure located at: <https://www.ocar.org/Ethics-Complaints.html>

In order for an anonymous complaint to be reviewed, the complainant must include both of the following:

- (1) Copies of evidence of the alleged violation of Article 12 with all relevant documentation including: advertisements, business cards, flyers, website screenshots, etc.
- (2) Thorough explanation as to what about the advertisement or representation is in violation of Article 12, citing Standards of Practice for Article 12 as applicable

Only respondents who have been found in violation of Article 12 by the Ethics Committee based on evidence received will receive a courtesy letter from OCR explaining such violation. A copy of that letter will also be sent to the respondent's broker. Complainants who seek stronger discipline for the respondent should consider filing a grievance instead of an anonymous complaint.

Respondents who have not been found in violation of Article 12 by the Ethics Committee based on evidence received will not receive a letter and the complaint will be dismissed.

HOW TO SUBMIT

The origin of all complaints will remain anonymous, even if transmitted via email.

You may submit this form by one of the following ways:

- Mail:** Orange County REALTORS®
Attn: Grievance Committee
25552 La Paz Rd., Laguna Hills, CA 92653
- Fax:** (949) 586-3045 (no cover letter needed)
- In Person:** Deliver to OC REALTORS® Laguna Hills
- Email:** Cece Robles: cece@ocar.org

REALTORS® pledge to observe the Code of Ethics and its related Standards of Practice. In order to uphold the Code of Ethics, and protect the reputation of the Orange County REALTORS® and its members, it is our duty to thoroughly investigate any such matter that may be a violation of the Code.