## ETHICS COMPLAINT **START HERE** FLOWCHART Complaint filed by REALTOR® or member of the public Complaint sent to **Respondant** found in **Respondant** does NOT Grievance Committee. Forward to Professional violation. **Appeal** Findings of Fact & Once the Committee Standards for Hearing Discipline written & Reviews: mailed **Respondant** Appeals **Respondant NOT found BOD Action:** Complaint is Dismissed in violation - Findings of Adopt Decision Fact written and mailed Reduce Sanction Send back to ProStandards for Respondant can appeal Procedural Deficiency based on: • Misapplication of Articles of Complainant may appeal **Complainant** Appeals dismissal within 20 days Misinterpretation of Articles of Code **BOD** hears Appeal: Procedural Deficiency Adopt • Lack of Procedural Due Modify Decision **Process** Complainant can appeal Reduce Sanctions • Nature/Extent of Discipline BOD hears appeal: Imposed based ONLY on alleged Dismiss • Affirm (case dismissed) procedural deficiency or Forward for hearing other lack of due Process