

Acknowledgment of Commitment

Interested in serving on the **Grievance Committee** of the Northeast Florida Association of REALTORS® ("NEFAR")? Here's what you need to know before agreeing to make the **three (3) year term commitment**:

1. All REALTOR® members have a membership duty which includes abiding by the Code of Ethics of the National Association of REALTORS®, abiding by the Bylaws and the Rules and Regulations of NEFAR, and to submit to arbitration and abide by the arbitrators' award, if applicable;
2. The Grievance Committee meets virtually once a month, on the second Friday of every month, at 9:00 a.m. (unless otherwise noticed), via ZOOM. The duration of each meeting is dependent on the case load;
3. Each year a chair is designated and conducts each meeting according to *Roberts Rules of Order*;
4. The Grievance Committee's role is to screen all ethics complaints and arbitration requests to determine if, taken as true on their face, a hearing is warranted, or if a Citation should be issued. The Grievance Committee makes only such preliminary evaluation as is necessary to make these decisions. They do not hold the hearings that decide whether members have violated the Code of Ethics and they do not arbitrate business disputes;
5. You are provided all the meeting dates for the year, at the beginning of the year, or the initiation of your term. Then, you are sent an email reminder of each meeting, approximately one (1) week prior. If you will not be able to attend a meeting, you must let the Professional Standards Administrator know, no less than 24 hours ahead of time. The reason for this is the importance of assuring a quorum, in order to conduct business. If you have four (4) absences, whether excused and/or unexcused, you will be terminated from the Committee;
6. Your presence on the Grievance Committee, dates/times of meetings, and all parties, cases, and information discussed in the meetings, is confidential;
7. You would be required to become familiar with how to take an "assistance call";
8. You would be required to attend any training classes that are scheduled; and
9. You would be required to keep the Professional Standards Administrator updated on all contact information.

If you have any questions, please do not hesitate to contact me (Susan Rodehaver, Professional Standards Administrator) at 904-394-9137.

Print Name

By my signature, I hereby
acknowledge the above.

Date

Please include this form with your Application.

How to take a Grievance Committee "assistance call"

At times, I receive calls from potential Complainants that need assistance with interpreting the Code of Ethics and relating the Articles to their particular situation. I will take the caller's name and number and let them know that someone from the NEFAR Grievance Committee will be calling them back. I call or email the roster of Committee members until I find one of you (that does not have a "company conflict") available to call the individual back. I do not provide your information to the caller. (It is suggested that you do NOT take it upon yourself to get involved in other transactions or with other parties, as a representative on behalf of the NEFAR Grievance Committee.)

How to take a Grievance Committee "assistance call":

1. Become familiar with the Code of Ethics (May I suggest keeping a copy of the abbreviated version along with a copy of the Code of Ethics that you've highlighted with certain common violations?);
2. Be very careful not to take sides;
3. Be very careful not to make disparaging remarks;
4. Remain unbiased at all times, in comments and in tone;
5. Remind them that you are a member of the Grievance Committee, which is in place solely to determine whether or not there is sufficient evidence to warrant a hearing. If there is sufficient evidence, the determination as to whether or not a Code of Ethics violation has taken place, will be determined at the Professional Standards level;
6. Listen to their story;
7. Say something like, "Take a look at Article 1. If you feel that what you told me could fall within Article 1, then in the letter of explanation that you'll be submitting with your Ethics Complaint, say that I feel Article 1 was violated when the respondent did such-and-such, or when they failed to do such-and-such." (Remember different Articles may be cited against different respondents. Example: R1 - Articles 1 and 2, R2 - Articles 3 and 4);
8. Remind them to submit any and all documentation that they want considered;
9. Reminder: Do not tell them when the Grievance Committee will be meeting! This is confidential information for your safety; and

List continued on the next page...

10. If/when a case comes to the Grievance Committee in which you've assisted either the complainant or respondent, please make sure that you do not participate in any consideration or deliberation thereof.

Please remember, if the caller is complaining about a binder dispute, **NEFAR does not get involved in binder disputes**. That would be FREC, if applicable, not us!

If you ever have any questions, PLEASE call me @ 904-394-9137.

Susan Rodehaver
Professional Standards Administrator

NORTHEAST FLORIDA ASSOCIATION OF REALTORS

APPLICATION FOR THE GRIEVANCE COMMITTEE

(3 years of real estate sales experience is recommended & virtual capability required)

or

THE PROFESSIONAL STANDARDS COMMITTEE

(Prerequisite: Grievance Committee experience & virtual capability required)

Name of Applicant _____ Nickname _____

Name of real estate firm or employer _____

Your firm position or title _____

Number of licensees in your firm _____

How many years have you been active in real estate? _____

What is your primary field of real estate expertise? _____

What is your secondary field of real estate expertise? _____

Describe your participation in post-licensing real estate education _____

Describe any Code of Ethics training you have had and any prior service on a Grievance and/or Professional Standards Committee _____

Describe your familiarity with Florida Real Estate Laws and Regulations _____

Have you ever been named as a respondent in an Ethics Complaint? If so, when, where, and what was the outcome of the Complaint _____

Please attach a letter of recommendation. (**Required**, to be considered for service on the Grievance Committee.)

By my signature below, I affirm the above information is correct and acknowledge that, if appointed, my term will be for a period of three (3) years. I also understand, as a part of my three (3) year commitment, I shall attend annual Grievance/ Professional Standards training.

Email address: _____

Signature

Contact Phone Number

Date

Thank you, in advance, for your interest. The deadline to submit your Application, etc. is: 09/19/25

Please return form to: Susan Rodehaver, Professional Standards Administrator: susanr@nefar.com