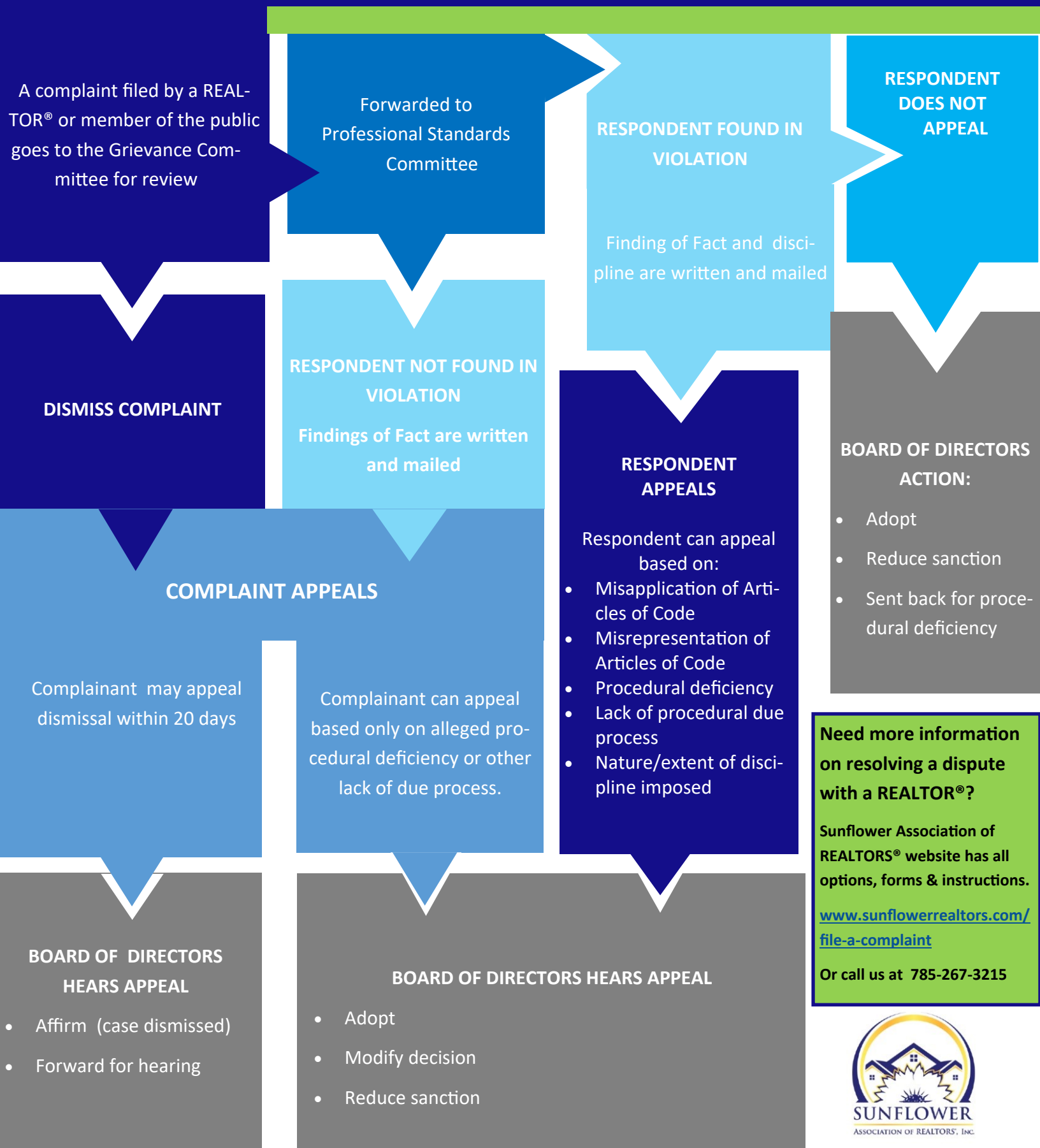


# Ethics Complaint Process



A complaint filed by a REALTOR® or member of the public goes to the Grievance Committee for review

Forwarded to Professional Standards Committee

**RESPONDENT FOUND IN VIOLATION**  
Finding of Fact and discipline are written and mailed

**RESPONDENT DOES NOT APPEAL**

**DISMISS COMPLAINT**

**RESPONDENT NOT FOUND IN VIOLATION**  
Findings of Fact are written and mailed

**RESPONDENT APPEALS**  
Respondent can appeal based on:

- Misapplication of Articles of Code
- Misrepresentation of Articles of Code
- Procedural deficiency
- Lack of procedural due process
- Nature/extent of discipline imposed

**BOARD OF DIRECTORS ACTION:**

- Adopt
- Reduce sanction
- Sent back for procedural deficiency

**COMPLAINT APPEALS**  
Complainant may appeal dismissal within 20 days

Complainant can appeal based only on alleged procedural deficiency or other lack of due process.

**Need more information on resolving a dispute with a REALTOR®?**  
Sunflower Association of REALTORS® website has all options, forms & instructions.  
[www.sunflowerrealtors.com/file-a-complaint](http://www.sunflowerrealtors.com/file-a-complaint)  
Or call us at 785-267-3215

**BOARD OF DIRECTORS HEARS APPEAL**

- Affirm (case dismissed)
- Forward for hearing

**BOARD OF DIRECTORS HEARS APPEAL**

- Adopt
- Modify decision
- Reduce sanction

