

Professionalism Tip:

Suburban West Accepting Requests for Serve on Grievance and Professional Standards

Peer review of conduct and professionalism is a cornerstone of the REALTOR® family. The expectation that members will abide by a Code of Ethics is what sets REALTORS® apart from non-member licensees. This review is conducted by members of the Grievance and Professional Standards committees. If you are interested in serving on either of these committees in 2015, now is the time to request consideration for an appointment. Email [Paula Tansey](#) to express your interest or to ask questions. **Requests for consideration must be received by October 24, 2014.**

Job Description: Grievance Committee: Members of the Grievance Committee meet as needed to review ethics complaints and requests for arbitration received by the Suburban West REALTORS® Association. The Grievance Committee serves as a screening committee to determining if the ethics complaint or arbitration request should be forwarded to the Professional Standards Committee for a hearing. Meetings are held at the Association office and can last anywhere from 15 to 90 minutes. The time frame is dependent on the number and complexity of cases to be reviewed.

Job Description: Professional Standards Committee: Members of the Professional Standards Committee serve as needed on Hearing Panels to consider ethics complaints and requests for arbitration forwarded by the Grievance Committee. Suburban West is part of a regional co-operative with the Bucks County, Montgomery County and Greater Philadelphia Association of REALTORS®. Hearing panelists may be called on by and be willing to travel to any one of the four locations. The hearing process can last anywhere from 1.5 hours to a full day.

Training and Qualifications: Mandatory training is provided. Mandatory training typically takes place in March-April of each year. Dates and locations should be available in early 2015. Suburban West strives to have the most diverse and knowledgeable committee possible. For an effective professional standards enforcement process it is necessary to balance things including, but not limited to: number of years as a REALTOR® (Minimum one year from date of orientation required), number of years in the real estate business, areas of real estate expertise, position in firm (broker, agent, manager), size of firm, geographic location of firm, previous service on grievance committee required to be eligible for hearing panels and member's receptiveness to training/instruction.

Additional information Considered:

- No member may serve who has been found in violation of the Code of Ethics within a three-year period prior to the service year. Any member found in violation of the Code of Ethics during their service year will be required to step down.
- All members who wish to serve on either Grievance or Professional Standards must complete annual professional standards training.
- There are no automatic re-appointments. All REALTORS® must request appointment through the application process each year.
- Past performance and opportunity are factors in the consideration of those currently serving or re-applying.
- Every effort is made to assemble a professional and effective committee that is balanced in every aspect.