

Referral of complaints to the mediator

When either a written ethics complaint in the appropriate form is reviewed by the Grievance Committee and the Grievance Committee concludes that a hearing is warranted, or when a general letter of inquiry or complaint is received, and the matter(s) complained of do not involve a possible violation of the “public trust”, the materials received will be referred to the ethics mediator who will contact the parties to schedule a meeting at a mutually agreeable time. “Public trust” refers to misappropriation of client or customer funds or property, discrimination against the protected classes under the Code of Ethics, or fraud.

During the mediation session the mediator will encourage all parties to openly and candidly discuss all issues and concerns giving rise to the inquiry or complaint, and to develop a resolution acceptable to all of the parties. In the event the mediator concludes that a potential violation of the public trust may have occurred, the mediation process shall be immediately terminated, and the parties shall be advised of their right to pursue a formal ethics complaint, to pursue a complaint with any appropriate governmental or regulatory body, to pursue litigation, or to pursue any other available remedy.

Nature of the mediated resolution

The mediator and the parties have considerable latitude in fashioning a mutually acceptable resolution. Resolutions can include, but are not limited to, payment of disputed funds, repairs or restoration of property, written or oral apology, or acknowledgement of a violation of the Code of Ethics. In cases where a REALTOR® acknowledges that the Code has been violated, that admission may be sufficient to resolve the matter or, alternatively, the parties may agree that discipline should be imposed. The discipline may, at the agreement of all parties, include any of the forms of discipline established in the *Code of Ethics and Arbitration Manual* and may also include payment of monies to the complainant or to a third party. Also, the parties may agree that the complainant will withdraw a complaint or agree not to file a formal, written ethics complaint in return for the respondent’s action or acknowledgement. Again, any discipline imposed must be agreed to by all of the parties.

Referrals to the Grievance Committee or to state regulatory bodies

Ethics mediators cannot refer concerns they have regarding the conduct of any party to mediation to the Grievance Committee, to the state real estate licensing authority or to any other regulatory body. This prohibition is intended to ensure impartiality and avoid the possible appearance of bias. Mediators are, however, authorized to refer concerns that the public trust may have been violated to the Grievance Committee.

Refusal to comply with agreed upon discipline

Failure or refusal of a respondent to comply with the terms of any mutually agreed on resolution shall entitle the complaining party to resubmit the original complaint or, where a formal complaint in the appropriate form had not been filed, to file an ethics complaint. The time the matter was originally brought to the board or association's attention shall be considered the filing date for purposes of determining whether an ethics complaint is timely filed.

Associations will continue to process filed ethics complaints until withdrawn by the complainant.

Confidentiality of mediation process

The allegations, discussions, and decisions rendered in ethics mediation proceedings are confidential and shall not be reported or published by the board, any member of a tribunal, or any party under any circumstances except those established in the *Code of Ethics and Arbitration Manual* of the National Association as from time to time amended.

Changes to NAR's Local and State Association Ombudsman Services Policy

Professional Standards Policy Statement #59, Associations to Provide Ombudsman Services, in the current NAR Code of Ethics and Arbitration Manual, provides as follows: Every local and state association of REALTORS® is required to offer, either directly or as part of a cooperative enforcement agreement (consistent with Professional Standards Statement #40, Cooperative Enforcement Agreements), ombudsman services to members, clients, and consumers on or before January 1, 2016.

An ombudsman is an individual appointed to receive and resolve disputes through constructive communication and advocating for consensus and understanding. Ombudsman procedures are intended to provide enhanced communications and initial problem-solving capacity at the local level. All associations must provide ombudsman services to their members and members' clients and customers consistent with Professional Standards Policy Statement #59, Associations to Provide Ombudsmen Services, Code of Ethics and Arbitration Manual.

Introduction

Boards and associations of REALTORS® are charged with the responsibility of receiving and resolving ethics complaints. This obligation is carried out by local, regional and state grievance committees and professional standards committees.

Many "complaints" received by boards and associations do not expressly allege violations of specific Articles of the Code of Ethics, and many do not detail conduct related to the Code. Some "complaints" are actually transactional, technical, or procedural questions readily responded to.

It is the belief of the National Association's Professional Standards Committee that many ethics complaints might be averted with enhanced communications and initial problem-solving capacity at the local level. These ombudsman procedures are intended to provide that capacity.

The ombudsman's role is primarily one of communication and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred or who is entitled to what amount of money, rather they anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

Qualification and Criteria for Ombudsmen

Boards and associations have considerable latitude in developing criteria for service as ombudsmen.

At a minimum, ombudsmen should be thoroughly familiar with the Code of Ethics, state real estate regulations, and current real estate practice. Ombudsmen may be REALTORS®, staff members, or others acting on behalf of the local board/association.

Insurance Coverage

Ombudsmen are covered through the NAR insurance program, as long as they are acting within the coverage limits described in the policy.

As provided in the [FAQ](#) about the National Association of REALTORS® Professional Liability Insurance Program for Associations of REALTORS®, the policy defines an "ombudsman" (or "ombudsperson") as an individual designated by an association to be available for consultation about the association's ethics hearing, arbitration, and/or DRS processes. Only association staff or members may serve as an ombudsman. The policy excludes from coverage any claim that alleges or arises out of any action committed by ombudsman that does not involve an association's ethics hearing, arbitration or the DRS processes.

The following are examples of some situations in which an ombudsman would be covered and other situations when the ombudsman would not be covered:

- A seller contacts the association because they feel their listing broker, who is a REALTOR®, is not responding to phone calls, and may have received offers that they haven't presented to the seller yet. If an ombudsman were appointed to assist the parties, the ombudsman's actions would be covered by the NAR insurance program.
- A buyer contacts the association for help with a short sale transaction. If an ombudsman assisted the buyer, the ombudsman's actions would not be covered by the NAR insurance program.
- REALTOR® A contacts the association because she has reason to believe REALTOR® B has been criticizing her business on Facebook after a difficult transaction. If an ombudsman were appointed to assist the parties, the ombudsman's actions would be covered under the NAR insurance program.

Involving the Ombudsman

Boards and associations have considerable latitude in determining how and when ombudsmen will be utilized. For example, ombudsmen can field and respond to a wide variety of inquiries and complaints, including general questions about real estate practice, transaction details, ethical practice, and enforcement issues. Ombudsmen can also receive and respond to questions and complaints about members; can contact members to inform them that a client or customer has

raised a question or issue; and can contact members to obtain information necessary to provide an informed response.

In cases where an ombudsman believes that a failure of communication is the basis for a question or complaint, the ombudsman can arrange a meeting of the parties and to facilitate a mutually acceptable resolution.

Where a written ethics complaint in the appropriate form is received, it can be initially referred to the ombudsman who will attempt to resolve the matter, ~~except that complaints alleging violations of the public trust (as defined in Article IV, Section 2 of the NAR Bylaws) may not be referred to an ombudsman. "Public Trust" refers to demonstrated misappropriation of client or customer funds or property, discrimination against the protected classes under the Code of Ethics, or fraud.~~

~~In the event the ombudsman concludes that a potential violation of the public trust may have occurred, the ombudsman process shall be immediately terminated, and the parties shall be advised of their right to pursue a formal ethics complaint; to pursue a complaint with any appropriate governmental or regulatory body; to pursue litigation; or to pursue any other available remedy.~~

Right to Decline Ombudsman Services

Persons filing complaints, or inquiring about the process for filing ethics complaints, will be advised that ombudsman services are available to attempt to informally resolve their complaint. Such persons will also be advised that they may decline ombudsman services and can have their complaint referred to ethics mediation (if available), or considered at a formal ethics hearing.

Resolution of Complaints

If a matter complained of is resolved to the mutual satisfaction of all parties through the efforts of an ombudsman, the formal ethics complaint brought initially (if any) will continue to be processed until withdrawn by the complainant.

Failure to Comply With Agreed Upon Resolution

Failure or refusal of a member to comply with the terms of a mutually agreed on resolution shall entitle the complaining party to resubmit the original complaint or, where a formal complaint in the appropriate form had not been filed, to file an ethics complaint. The time the matter was originally brought to the board or association's attention will be considered the filing date for purposes of determining whether an ethics complaint is timely filed.

Referrals to the Grievance Committee or to State Regulatory Bodies

Ombudsmen cannot refer concerns they have regarding the conduct of any party utilizing their services to the Grievance Committee, to the state real estate licensing authority, or to any other regulatory body. The prohibition is intended to ensure impartiality and avoid the possible appearance of bias. ~~Ombudsmen are, however, authorized to refer concerns that the public trust may have been violated to the Grievance Committee.~~

Confidentiality of Ombudsman Process

The allegations, discussions and decisions made in ombudsman proceedings are confidential and shall not be reported or published by the board, any member of a tribunal, or any party under any circumstances except those established in the Code of Ethics and Arbitration Manual of the National Association as from time to time amended.

Six New Case Interpretations Relating to Standard of Practice 10-5:

<https://www.nar.realtor/code-of-ethics-and-arbitration-manual/case-interpretations-related-to-article-10>

Case #10-6: Use of Hate Speech and Slurs on the Basis of Race

In social media discussions, REALTOR® A made the following comments: “I think Black people bring out the worst in us”; “we always knew n----- were violent. They are not Christian”; and described Black protestors as “animals trying to reclaim their territory”. A consumer took screenshots of the comments, including REALTOR® A’s name, and filed an ethics complaint alleging a violation of Article 10, as interpreted by Standard of Practice 10-5, at the local Association of REALTORS®.

After comprehensive review, the Association’s Grievance Committee forwarded the complaint for a hearing. At the hearing, the panel reviewed the evidence presented by the complainant, including screenshots of the comments. REALTOR® A confirmed she had, in fact, posted the statements, but denied that making the statements interfered in her ability to provide equal professional services to anyone because of their race.

The Hearing Panel entered executive session and considered the intended application of Article 10, as interpreted by Standard of Practice 10-5, as noted in Appendix XII to Part Four of the Code of Ethics and Arbitration Manual. The Panel concluded that the comments REALTOR® A posted constituted the use of hate speech and slurs. In their decision, the Panel clarified that this public posting of hate speech and disparagement of individuals based on their race reflected discrimination. REALTOR® A’s defense was not accepted by the Hearing Panel, and she was found in violation of Article 10.

Case #10-7: Use of Harassing Speech on the Basis of Political Affiliation

REALTOR® A was a registered member of Political Party Y, and routinely engaged in political discussions on social media and in private conversations. REALTOR® A's conversations and social media posts often included insulting, intimidating, and hostile statements about members of Political Party Z, including aggressively insulting their intelligence, implying they were unpatriotic, and telling them that if they disagreed with him, they should leave the country.

REALTOR® B witnessed numerous instances where REALTOR® A harassed others on the basis of their membership in Political Party Z, and believed that REALTOR® A was using harassing speech. He filed an ethics complaint with the local Association of REALTORS®, alleging REALTOR® A violated Article 10 as interpreted by Standard of Practice 10-5.

The complaint was reviewed by the Association's Grievance Committee, who examined the allegations to determine whether, if taken as true, they would constitute a violation of the Code of Ethics. Ultimately the Grievance Committee dismissed the complaint, as the complainant's sole argument was that REALTOR® A had discriminated against individuals based on their political affiliation with Political Party Z. As political affiliation is not a protected class under Article 10, the allegations in the complaint, even if true, could not constitute a violation of the Code of Ethics.

Case #10-8: Use of Harassing Speech against Protestors

A group of protestors, supporting the equal treatment of women, gathered peacefully for a march in Washington, D.C. The group requested and was approved for the appropriate permits, and while local law enforcement was on site to provide assistance, no criminal activity was reported.

REALTOR® A, in response to the march, posted on social media, “These morons have nothing better to do than come all the way to Washington to gripe about a problem that doesn’t even exist. This is why women shouldn’t be allowed to leave the house. Get back in the kitchen where you belong.” REALTOR® B saw REALTOR® A’s comments, and filed a complaint with the local Association of REALTORS® alleging REALTOR® A’s comments against the protestors constituted harassing speech against members of a protected class, and as such were a violation of Article 10 as illustrated by Standard of Practice 10-5. The Association’s Grievance Committee forwarded the complaint for a hearing.

At the hearing, REALTOR® B argued that REALTOR® A’s comments constituted objectively harassing speech against individuals on the basis of sex. In response, REALTOR® A argued that his comments were directed at protestors, which are not a protected class, and that, in fact, the group was comprised of both men and women. In their decision, the panel noted that while REALTOR® A’s comments were addressed to a group of both men and women, they included disparaging, discriminatory comments about women such that the complainant had demonstrated with clear, strong, and convincing proof that REALTOR® A had used harassing speech under Standard of Practice 10-5 and thus was in violation of Article 10.

Case #10-9: Use of Speech or Ideas included in Religious Doctrine

REALTOR® A was a preacher in his local church, and stated before a group of congregants, "Lesbians and Homosexuals are murderers according to the scriptures!" One of the congregants filed an ethics complaint against REALTOR® A, alleging this statement violated Article 10 as interpreted by Standard of Practice 10-5. The complainant argued in his complaint that REALTOR® A's statement constituted hate speech. The local Association's Grievance Committee reviewed the complaint, and forwarded it for a hearing.

At the hearing, the complainant argued that REALTOR® A's statement constituted hate speech because the remarks were objectively insulting and offensive, and because the speech was based on sexual orientation, a protected class under the Code of Ethics. REALTOR® A testified that his statement was based on his interpretation of the Biblical scripture, and that his teachings were designed to help his congregants understand the true teachings of God. The Hearing Panel found REALTOR® A in violation of Article 10, noting that the complainant's testimony had provided clear, strong and convincing proof that REALTOR® A's statement was "intended to insult, offend or intimidate," and that it was "disparaging or abusive," as explained by Appendix XII to Part 4 of the *Code of Ethics and Arbitration Manual*. The complainant's testimony further provided clear, strong, and convincing proof that the alleged speech was based on one of the protected classes under Article 10, sexual orientation.

Case #10-10: Use of Speech or Ideas included in Religious Doctrine

REALTOR® A leads a weekly Bible study group in the evenings. During one such study group, REALTOR® A led the group in a discussion of Biblical passages concerning homosexuality, referencing several differing interpretations of said passages. At one point during the discussion, REALTOR® A stated, “some have said these verses clearly prohibit and condemn same-sex relationships”. An attendee of the group found this to be inappropriate and filed an ethics complaint alleging a violation of Article 10, as interpreted by Standard of Practice 10-5, at the local Association of REALTORS®.

After comprehensive review, the Association’s Grievance Committee forwarded the complaint for a hearing. The complainant argued that REALTOR® A’s statement represented his own personal beliefs about homosexuality. REALTOR® A confirmed that the complainant had quoted him correctly but argued that he presents all sides of Biblical interpretation for historical context, and that he is careful to leave any personal opinions out of the study group, as evidenced by his use of “some have said.”

The Hearing Panel entered executive session and considered the intended application of Article 10, as interpreted by Standard of Practice 10-5, as noted in Appendix XII to Part Four of the *Code of Ethics and Arbitration Manual*. The Panel concluded that REALTOR® A’s comments were not intended to convey a discriminatory opinion and did not constitute the use of hate speech and slurs. REALTOR® A was not found in violation of Article 10.

Case #10-11: Display of Symbols

When searching real estate listings on a brokerage website, a potential homebuyer noticed a listing with the Confederate flag prominently displayed in the property photos. She filed an ethics complaint against the listing broker alleging a violation of Article 10, as interpreted by Standard of Practice 10-3 and Standard of Practice 10-5, at the local Association of REALTORS®. The complainant argued in her complaint that the Confederate flag is a symbol of racial exclusion and that the listing broker's display of the photos conveyed a preference and discrimination based on race. The local Association's Grievance Committee reviewed the complaint and forwarded it for a hearing.

At the hearing, the complainant testified that she felt threatened by the display of the Confederate flag and took it to mean that she would not be welcome in the home or the neighborhood if she were to make an offer on the property. The listing broker testified that he should not be held responsible for what is displayed in a client's home and could not offer an explanation for his client's motives in displaying the Confederate flag.

The Hearing Panel concluded that the listing broker is indeed responsible for content he displays publicly when engaging in real estate brokerage. The Hearing Panel also discussed whether the display of the flag indicated an illegal preference or discrimination. Using the standard of whether a "reasonable person" would think display of the Confederate flag conveyed a discriminatory preference, The Hearing Panel determined that the listing broker's inclusion, intentional or not, of photos including the Confederate flag could be reasonably construed as indicating a racial preference or illegal discrimination based on a protected class, and therefore was a violation of Article 10, as interpreted by Standard of Practice 10-3 and Standard of Practice 10-5.

The following procedural guides are available for virtual hearings on [nar.realtor](https://www.nar.realtor)
<https://www.nar.realtor/about-nar/policies/resources-for-professional-standards-administrators>

- ✓ Sample Chairperson's Procedural Guide Conduct of a Virtual Arbitration Hearing
- ✓ Sample Chairperson's Procedural Guide Conduct of a Virtual Ethics Hearing
- ✓ Sample Chairperson's Procedural Guide Conduct of a Virtual Ethics Appeal
- ✓ Sample Chairperson's Procedural Guide Conduct of a Virtual Procedural Review Hearing

Best practices for virtual hearings can also be found on-line at the link above

1. Set the virtual platform meeting duration for 8 hours to make sure your meeting doesn't end prior to the hearing adjournment.
2. Be sure to adjust the platform settings so that there is no ability for anyone to use the "chat".
3. Make sure to include the ability to manually assign parties and counsel, if any, into a private meeting space on the platform if available or have a plan to utilize some other method for a private conversation to take place should a recess be requested to discuss settlement of an arbitration during the hearing or post hearing.
4. Make sure all panelists, parties, witnesses, counsel are familiar with the virtual platform.
5. Confirm that the Professional Standards Administrator or staff have confirmed the identity of all parties, witnesses and counsel by requesting verification of at least one government-issued, photo ID card (e.g., driver's license, state ID card, or Passport) prior to being admitted to the hearing.
6. Everyone must be able to participate with their video on and be visible at all times.
7. No virtual backgrounds allowed.
8. Confirm that the panel is available for the entire day for the hearing.
9. Make sure you have set the meeting to allow the host to share documents from their computer via the chat function or be prepared to e mail all parties, panelists and board counsel.
10. Make a list of the parties', witnesses', panelists' and board counsel's cell phone numbers in advance of the hearing and have them on hand. Advise the panel to text the Administrator if they have any questions or need a break during the hearing.
11. Make sure everyone has the contact information for the Administrator prior to the hearing.
12. Have a plan to contact your board counsel if you need them.
13. Stop the hearing if someone loses connection.
14. Encourage parties to submit their evidence in advance and advise that attempting to introduce evidence at the hearing could result in a delay or postponement of the hearing.

15. Establish a system for documents submitted the day of the hearing. The administrator should be the communications channel, have the documents emailed to the administrator for distribution to the panel and parties. If submitted into evidence, the document can be distributed to the parties and panel via e mail from the administrator or through the chat feature by the host (administrator)
16. If sharing your screen, turn off or silence email notifications, phone apps etc. as you do not want to be distracted during the hearing.
17. Screen sharing can only be done with a document after it has been distributed and marked into the record.
18. Have a system so it is easy to display evidence should the chair wish to show a document. i.e., do not have a lot open on your computer when you share your screen. Have a separate folder with the hearing documents so it is streamlined and easy to pull up if needed.
19. Include the link on the "Official Notice of Hearing" in the space for "place of hearing" ... insert "Virtual Hearing through ((insert your virtual platform of choice and add link).
20. E mail the link again to all parties, panelists, counsel, etc. the morning of the hearing.
21. Include the remote verifications in correspondence prior to any virtual session so everyone is aware of the process for the day and what is expected of them, i.e., private location, etc.
22. Set expectations that the parties and their witnesses or counsel will be in the waiting room until ready to start the hearing and that witnesses will be placed back in the waiting room after being sworn in until the party is ready for the testimony.
23. Panel members should sign in 30 minutes in advance of the hearing.
24. Schedule a pre-hearing meeting with the panel and board counsel to go over procedure and answer any questions prior to the actual hearing.
25. Parties, witnesses and counsel should sign into the virtual platform 15 minutes in advance of the hearing.
26. When parties enter the hearing, be sure to change their names. It will be easier to identify each person if they have a title next to their name.

Examples:

John Smith, Complainant
 Mark J. Wallach, Esq., Complainant's Counsel,
 Mark Jones, Respondent
 Hearing Panel Chair, Joan Morris
 Jane Wong, Professional Standards Administrator

27. If the panel must go into executive session during the hearing, place everyone else in the waiting room until the executive session is concluded.

28. If at all possible, have two administrators or one administrator and one staff on the remote meeting. One who is the official Professional Standards Administrator and one to do the name changes, admit the witnesses, send messages to the waiting room and keep a general "eye" on all participants, i.e., that they are on camera, no one else is with them that hasn't been approved, etc.
29. Obtain consent from all participants prior to recording the hearing. Recording should be conducted in accordance with state law.
30. Certificate of qualification – transmit to the panel electronically prior to the hearing and obtain electronic signatures or scans of signed copies. Alternatively, put the language from the form directly into the record and have the panel verbally acknowledge agreement on the record.
31. When verifying that someone is in a private location, if staff can see that is not the case, you prompt the chair to take time to allow that person to move to a secure and confidential location.
32. Encourage parties to have their entire case file available. Any party to a hearing has the right to obtain a copy of the Board's official recording, subject to the aforementioned limitations, and subject to payment of the Board's duplication costs. Any duplication will be conducted under the supervision of the Board. If the Board transcribes its official recording, any party to the hearing may obtain a copy of the transcript, subject to the aforementioned limitations and paying the Board's transcription costs. If more than one party requests copies of the transcript, the Board's costs will be apportioned between or among the parties.

The following procedural guides for counter ethics complaints and counter-arbitration requests can be found at nar.realtor <https://www.nar.realtor/about-nar/policies/forms-models-templates-brochures-and-scripts>

- ✓ Chairperson's Procedural Guide Conduct of a Complaint and a Counter-Complaint
- ✓ Chairperson's Procedural Guide Conduct of an Arbitration Request and Counter-Arbitration Request

Additional Points of Interest

1. In 2019 the National Association's Leadership Team approved several recommendations of the Code of Ethics Presidential Advisory Group that did not require a Board of Directors vote. To view those changes, listen to a webinar explaining the changes, view a comprehensive implementation chart related to those changes, view the changes to the learning objectives for cycle 7, and see a list of frequently asked questions, go to:

<https://www.nar.realtor/about-nar/governing-documents/code-of-ethics/code-of-ethics-training-requirement-now-every-three-years>

2. Go to these links to review consequences for non-compliance for REALTORS® who have not completed Cycle 6 by December 31, 2021:

<https://www.nar.realtor/about-nar/policies/good-sense-governance/good-sense-governance-approval-of-courses-for-code-of-ethics-training-credit>

<https://www.nar.realtor/about-nar/governing-documents/code-of-ethics/code-of-ethics-training/consequences-for-failure-to-complete-code-of-ethics-training>

3. The 2022 National Association's Mediator/Mediation training is scheduled for September 7, 8, and 9 in Chicago. Registration details expected to open the end of January:

<https://www.nar.realtor/events/mediator/mediation-training>.

4. Staff is invited to join Diane Mosley, NAR's Director of Training and Policy Resources, on the last Tuesday of each month for an interactive discussion from 1 – 2 CT. For more information and to register for any currently scheduled session, please go to:

<https://www.nar.realtor/about-nar/policies/professional-standards-monthly-sessions>

5. The Citation Policy's Schedule of Fines will be revised in January to reflect the revision to Standard of Practice 12-1. Note: the change to Standard of Practice 1-8 may be added at a later time.

6. The complete listing of all Statements of Professional Standards Policy, in chronological order, is available on-line at nar.realtor. Policy Statements applicable to ethics and arbitration remain in the *Code of Ethics and Arbitration Manual* in their respective sections, but the complete list appears on-line:

<http://www.nar.realtor/policy/statements-of-professional-standards-policy>

7. The Professional Standards Training Guide, NAR Model Citation Policy, the Ombudsman Procedures, Ethics Mediation, and the Ethics Fast Track Supplement are found on-line:

<http://www.nar.realtor/policy/professional-standards-training-guide>

<https://www.nar.realtor/policy/nar-model-citation-policy-and-schedule-of-fines>

<https://www.nar.realtor/ae/manage-your-association/local-and-state-association-ombudsman-services>

<https://www.nar.realtor/code-of-ethics-and-arbitration-manual/ethics/part-4-appendix-xi-ethics-mediation>

<https://www.nar.realtor/about-nar/policies/fast-track-supplement-to-ceam>

Revised 12/30 dmn

A RESOLUTION OF THE PROFESSIONAL STANDARDS COMMITTEE
of the
NATIONAL ASSOCIATION OF REALTORS®
in recognition of
**THE 75TH ANNIVERSARY OF THE
PROFESSIONAL STANDARDS COMMITTEE**

November 2021

WHEREAS The National Association of REALTORS® was founded with the goal of uniting the real estate profession through high standards to protect buyers and sellers, and

WHEREAS more than 100 years after its adoption, the Code of Ethics continues to be what sets us apart as REALTORS®, and

WHEREAS the Professional Standards Committee was founded in May of 1946 to devote its attention to the raising of professional standards nationally in the transaction of business concerning real estate in all its branches, and

WHEREAS the Committee's founding reinforced the REALTOR® Code of Ethics as a living, dynamic credo guiding us in our daily professional lives, to be regularly revisited, reviewed and improved,

BE IT THEREFORE RESOLVED that the Professional Standards Committee of the National Association of REALTORS® recognize the contributions and devotion of time, energy, talent, and enthusiasm of past and present members on this, the 75th anniversary of the founding of the Professional Standards Committee, and

BE IT FURTHER RESOLVED that the Committee's leadership, passion and vision will continue to guide future generations of REALTOR® leaders in in keeping the REALTOR® Code of Ethics and professional standards significant and relevant in an ever-changing real estate industry.