

OMBUDSMAN PROCESS

Real life. Real answers.®

1. During the term of service, each Ombudsman serves approximately for one month on a rotating basis. Depending on the amount of Ombudsman services and number of Ombudsman volunteers, additional months may be assigned during the term of service.
2. Naples Area Board of REALTORS® (NABOR) limits each Ombudsman service to only eight (8) calls within the one (1) month period.
3. There are additional Ombudsman ready to take the remainder of a service time if the calls exceed eight (8).
4. The Ombudsman on call will receive an email with the Ombudsman Log.
 - a. **NOTE:** The Professional Standards Secretary (“the Secretary”) will complete the administrative portion of the log prior to emailing to the Ombudsman. The administrative portion of the log contains the name of the Complainant, the Complainant’s relationship to the transaction, mailing address, email address, phone and fax numbers, name of potential Respondent, Respondents Broker, Respondent & Respondents Broker mailing address, email address, phone and fax numbers.
5. The Ombudsman shall acknowledge receipt of the log to the Secretary by email.
6. The Ombudsman should call the Complainant within 48 hours of receipt of the log. Two (2) to Three (3) attempts to reach the parties shall be made prior to closing the file.
7. A good script to us is as follows:
 - a. “Hello, my name is _____; I am an Ombudsman for the Naples Area Board of REALTORS®. As an Ombudsman, I cannot make a decision in your case, but I can provide you with some assistance.

I understand that you have concerns regarding one of our members. If you would like to share your concerns with me, I might be able to suggest some possible avenues or options you may pursue to reach a resolution for your situation.”
8. The Ombudsman can modify the script to work best with his or her own personality.
9. If some resolution is agreed to, the Ombudsman should call the Complainant back within one week of final call to make sure that the matter was resolved.
10. The Ombudsman should email the **completed** Ombudsman Log to the Secretary within 48 hours of closing the file.
11. After all materials related to this matter are emailed to the Secretary, Ombudsman shall shred these materials or return them to the Secretary for proper disposal.