



M.A.R. PROFESSIONAL STANDARDS PROGRAM NEW FEATURES

EFFECTIVE JANUARY 27, 2022

ANONYMOUS COMPLAINTS PROGRAM

Pursuant to the motion passed by the C.A.R. Board of Directors in October 2021, an Anonymous Complaints program will now become a default program for local associations of REALTORS®. The Anonymous Complaints program must at least include all violations covered by the Association's Ethics Citation Program ([MAR Citation Policy](#)).

A Subcommittee of the Grievance Committee shall review and may investigate an anonymous complaint and

- 1) dismiss the complaint as unworthy of further consideration;
- 2) notify the respondent of the complaint and give an opportunity to correct;
- 3) or refer the complaint to the Professional Standards Committee for hearing.

If the Subcommittee, on behalf of the Grievance Committee, refers the matter for hearing, the Grievance Committee shall be the complainant and one of the members of the Subcommittee shall represent the Grievance Committee at the hearing.

The Malibu Association of REALTORS® has created an Anonymous Complaints Subcommittee of the Grievance Committee in accordance with C.A.R. policy.

ETHICS ADVOCATE PROGRAM

Pursuant to the motion passed by the C.A.R. Board of Directors in October 2021, an Ethics Advocate Program will now become a default program for local associations of REALTORS®.

Statewide training for Ethics Advocates (EAs) is conducted by C.A.R. via Zoom webinar, usually around May/June of each year. C.A.R. will be creating a statewide list of EAs that will be available to assist parties on a statewide basis.

A Subcommittee of the Professional Standards Committee, comprised of REALTORS®, will be specially trained to represent parties during the disciplinary process. The role of an EA may include preparation or hearing, including assistance with the preparation of forms and assembly of evidence; representation at the hearing, including the making of opening and closing statements on behalf of the party represented at the hearing, examining and cross-examining witnesses, and introducing affidavits, documents and other relevant evidence, and representation at any review hearings, but does not include testifying as a witness. There is no cost to a party for use of an EA.

ETHICS ADVOCATE

Any party may be represented by legal counsel (at their own expense) or by a REALTOR® (or both) at any ethics hearing, including case reviews, even where the hearing will occur in the party's absence. A local EA may not always be available, but an EA may be obtained through CAR, depending on availability, at no charge.

PLEASE NOTE: EVEN THOUGH THE EA PERFORMS A ROLE SIMILAR TO LEGAL COUNSEL, THE EA IS NOT AN ATTORNEY AND IS NOT ALLOWED TO PRACTICE LAW.

The Malibu Association of REALTORS® will create an Ethics Advocate Subcommittee of the Professional Standards Committee in accordance with C.A.R. policy.

MULTI-ASSOCIATION PROFESSIONAL STANDARDS PROGRAM AND SHARED PANELISTS

An Association may agree with other associations to establish multi-association professional standards programs, in which case the members of a Panel may include members from the participating associations. Additionally, an Association may agree with other associations to share its Grievance Committee and Professional Standards Committee members and Board of Directors on reviews, in which case the members of a Panel may include members from the reciprocating association's respective Grievance Committee, Professional Standards Committee, and Board of Directors.

The Malibu Association of REALTORS® shall share Grievance Committee members, Professional Standards Committee members, and Board of Directors members with the Greater Los Angeles Association of REALTORS®, in accordance with C.A.R. policy.

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