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Frances M. Ryder

This is in response to your inquiry regarding a complaint against a member of the Chattanooga Association of REALTORS®, Inc. Thank you for contacting our office, and we are indeed sorry that you have had a problem.

It is the policy of the Chattanooga Association of REALTORS®, Inc. not to attempt to resolve legal claims against members. This position is taken because the Association has no judicial authority. Thus, you should not look to the Board for any assistance on legal claims you might have against a member.

Nor does the Association have jurisdiction over the member's license as a broker or affiliate broker. This is under the Tennessee and Georgia Real Estate Commission's supervision.

However, the Board is empowered to investigate any charges of unethical conduct against its members. Accordingly, if you wish to file a formal complaint that would charge a REALTOR® with unethical conduct, I am enclosing a complaint form and narrative summary(s) which must be filled out for each Article you feel has been violated. Please include all documentation that is pertinent to your complaint. If filed, your complaint will be submitted to a Grievance Committee to determine if sufficient evidence exists to merit a formal hearing before the Professional Standards Committee. The hearing panel will not make an award of money in an ethics complaint.

Sincerely,
CHATTANOOGA ASSOCIATION OF REALTORS®, INC.

Frances M. Ryder
Executive Officer

ENCLOSURE



