



INSTRUCTIONS FOR FILING AN ARBITRATION (MONETARY) PROCEEDING

This will acknowledge your request for information as to the procedure to follow in filing an arbitration against a member of the Contra Costa Association of REALTORS®. Enclosed is an Arbitration Complaint Form for members (A-1) and for client of members (P-1).

In filing your complaint, we request that you follow the procedure outlined below:

1. Fill out the enclosed Arbitration Complaint Form (A-1 or P-1). The arbitration complaint, meeting all filing requirements, must be filed within one hundred and eighty (180) calendar days after the closing of the transaction, if any, or after the facts and circumstances constituting this arbitrable matter could have been known in the exercise of reasonable diligence, whichever is later.
2. Prepare your "Exhibit 1" statement (to be attached to the Arbitration Complaint Form). State the facts upon which your claim is based. Include legible photocopies of all documents pertinent to the transaction (i.e., deposit receipts, listing agreements, correspondence, etc.)
3. We request that your Arbitration Complaint form and "Exhibit 1" be legible, and that you enclose your originals along with six (6) complete copies of your complaint (each set should include the Arbitration Complaint form, your "Exhibit 1" and supporting documentation).
4. Your complaint must be accompanied by a check in the amount of \$350.00, made payable to the Contra Costa Association of REALTORS®, to cover the non-refundable arbitration filing fee. This fee may be charged against the Complainant; may be fully or partially charged against the Respondent and the Complainant fully or partially reimbursed accordingly. You must state a claim for reimbursement of filing fee as part of the specific dollar amount which you are claiming. Additionally, if the matter is settled in mediation, the \$350.00 filing fee will be returned.
5. Submit your complaint material through the link provided in your Document Request email. Contact Contra Costa Association of REALTORS®' Professional Standards Administrator if you need assistance, at prostandards@ccartoday.com.
6. CCAR now requires that members mediate contractual and specific non-contractual disputes prior to submitting disputes to arbitration. This requirement (defined by NAR Code of Ethics Standard of Practice 17-4) was adopted by the CCAR Board of

Directors effective July 2016. However, Article 17, Standard of Practice 17-2, states, "Article 17 does not require REALTORS® to mediate in those circumstances when all parties to the dispute advise the Board in writing that they choose not to mediate through the Board's facilities. The fact that all parties decline to participate in mediation does not relieve REALTORS® of the duty to arbitrate."

7. Upon receipt of your accurately completed complaint, we will notify the Respondent and set up a Mediation Conference.

If you have any questions after reviewing this information, please do not hesitate to contact the Professional Standards/Arbitrations Department at (925) 295-9220.