



CONTRA COSTA ASSOCIATION OF REALTORS® 2024 PROFESSIONAL STANDARDS COMMITTEES

CCAR is now accepting applications from qualified REALTOR® members who would like to serve on the Grievance Committee or Professional Standards Committee. The term begins January 1, 2023.

Additionally, we are accepting requests from REALTOR® members applying for the Professional Standards Committee who are interested in serving on its sub-committees as a mediator and/or an ethics advocate. (See descriptions and additional requirements below.) All participants will also be actively promoting ethical practice through member outreach.

MINIMUM QUALIFICATIONS FOR GRIEVANCE COMMITTEE AND PROFESSIONAL STANDARDS COMMITTEE

- CCAR REALTOR® member in good standing
- **For Grievance Committee:** Two years of CCAR membership prior to serving
- **For Professional Standards, Mediator, or Ethics Advocate:** Five years of full-time real estate experience and a minimum of one year of service on the Grievance Committee
- **For Mediator:** Member of Professional Standards Committee and completion of approved mediation training
- **For Ethics Advocate:** Member of Professional Standards Committee and completion of approved ethics advocate training
- Mandatory attendance at annual Professional Standards Orientation

MORE INFORMATION

Pam Martin, CCAR Professional Standards Director:
925.295.9220 or pam@ccartoday.com

Return completed application to Pam Martin by Oct. 18, 2023.



GRIEVANCE COMMITTEE

Reviews alleged violations of the NAR Code of Ethics, CCAR Bylaws and/or MLS Rules. The committee may initiate its own ethics/MLS complaints, and may receive complaints from the public, a CCAR member, or an anonymous complainant. Committee members are expected to attend monthly committee meetings, currently held on the first Wednesday of each month.

PROFESSIONAL STANDARDS COMMITTEE

This committee consists of panelists and panel chairpersons who conduct formal hearings involving monetary disputes and alleged violations of the Code of Ethics, Bylaws, or MLS Rules.

MEDIATOR

A mediator is a neutral party who assists in resolving monetary disputes prior to an arbitration hearing. A mediator also serves as a member of the Professional Standards Committee.

ETHICS ADVOCATE

This is a subcommittee of the Professional Standards Committee which provides parties with assistance during a disciplinary process. An ethics advocate also serves as a member of the Professional Standards Committee.

APPLICATION FOR 2024 PROFESSIONAL STANDARDS COMMITTEES

If you are currently serving on either of these committees and wish to serve again in 2023, you must also complete this form.

Grievance Committee _____ Professional Standards Committee _____ Mediator _____ Ethics Advocate _____

Name _____ Broker Salesperson

CCAR REALTOR® Member # _____ Year Joined _____ Email _____

Firm Name _____

Address _____

Preferred Phone _____ Fax _____ Designations _____

Years of Prior Service: Grievance _____ Professional Standards _____ Panel Chair _____ Mediator _____ Advocate _____

Experience: Commercial Real Estate _____ Appraising _____ Property Management _____ REO _____ Short Sale _____

Hours per week dedicated to Real Estate practices _____ Previous employment experience _____