LONDON ST. THOMAS ASSOCIATION OF REALTORS®

PROFESSIONAL STANDARDS



Received a Notice of a Professional Standards Complaint?

Here's What You Need to Know

1. Complaint Review

Review for:

- Jurisdiction and Timeliness

Possible Outcomes:

- Handle entire complaint
- Refer part or all to RECO
- No further action

2. Research Process

If under jurisdiction:

- Researchers appointed
- You'll receive a notification
- Researcher may request relevant records/documents. Researchers have the authority to request any information pertaining to the Complaint.

3. Allegation Statement

If issued:

- Respond within 7 days of notice
- Use the Professional Standards Response Form – be detailed
- Attach supporting documentation (**FORM**)

4. Review Panel

Panel Reviews:

- Complaint
- Research report
- Member's response
- Any additional documentation

Possible Outcomes:

- Dismissal
- **Special Administrative Penalty:** Pay within 14 days or request a hearing
- Corrective actions with/without fines
- Warning issued
- Referral to Hearing Panel

5. Agreement to Settle

If referred to a Professional Standards Hearing, a member may elect to have an Offer to Settle.

- Must respond within 14 days of notice
- May accept or decline the offer
- Accept > comply in full
- Decline > proceed to a Professional Standards Hearing

Professional Standards Hearing

If referred to hearing:

- Outcome provided in 21 days

Potential Decisions:

- Dismiss the complaint
- Fines ($100 - $50,000)
- Education requirements
- Pay for cost of Hearing
- Corrective actions
- Association removal or expulsion

Appeal Process

Want to Appeal?

- File within 10 days
- Must prove denial of natural justice or jurisdiction
- Submit the Appeal Form with $1,000 + HST fee (refundable upon success)
- Payment for cost of transcripts

No Appeal? Comply with decision > file closed

For Full Details:

Refer to the Complete Professional Standards Complaint Process: **(DOC)**

Contact Us PSC@LSTAR.CA