

## Proposed Policy Updates

(Underscoring indicates additions, strikeouts indicate deletions)

### 3.0 GRIEVANCE COMMITTEE

3.1. Grievance Committee shall consist of nine (9) members, including the ~~President~~ Chair, who will serve 3-year staggered terms.

To serve on the Grievance Committee, members must have served on the Professional Standards Committee for a minimum of two (2) years.

Rationale:

By serving on the Professional Standards Committee and thereby participating on hearing panels, members gain experience in applying the Code of Ethics to a range of issues, objectively evaluating allegations, and assessing the appropriate decision. Requiring Panel service will ensure that Grievance Committee members have gained the perspective and hands-on experience needed to take on the important responsibilities of the Grievance Committee.

### 3.0 GRIEVANCE COMMITTEE (cont'd)

Members must serve on the Grievance Committee for a minimum of one (1) year to be eligible to serve as Grievance Committee Chair.

## Rationale:

Serving on the Grievance Committee for at least one year will provide members with valuable experience and understanding of the committee's functions, procedures, and the ethical issues that may arise. This experience is essential to developing the vital skills needed to effectively lead the committee as Chair.

## **4.0 PROFESSIONAL STANDARDS COMMITTEE & HEARING PANELS:**

- 4.1 The President of the Colorado Association of REALTORS® and the Legal and Risk Vice President may appoint a Co-Vice President and Chair when necessary for a one-year term. The Committee may also include one member and one alternate from each local board to be nominated by the local board and appointed by the CAR President for a two-year term. Members of the Committee and appointees must be REALTORS® in good standing who have not had any ethics violations within the past three (3) years.

## Rationale:

Members who serve on the Professional Standards Committee should demonstrate a commitment to upholding high ethical standards and should have a proven track record of ethical behavior. Having a recent violation could indicate the REALTOR® does not fully understand or comply with the Code of Ethics. A three-year time frame gives REALTORS® who have had a violation the opportunity to correct behaviors, complete required discipline, and reestablish a pattern of compliance.

## 5.0 ETHICS:

5.5 CAR adopts the Ombudsman program in conformance with the Code of Ethics and

Arbitration Manual of NAR. The Professional Standards Committee shall establish appropriate qualification and training requirements for the Ombudsmen practicing thereunder. CAR Ombuds must be members of the Professional Standards Committee and must have taken Ombuds/Mediation training.

Rationale:

Adding eligibility requirements for members serving as Ombuds will ensure that members who serve in this role will have the training needed to enhance communication and initial problem-solving capacity at the state level.