

GENERAL INSTRUCTIONS - ARBITRATION

1. Requests for Arbitration must be submitted on Form A-1, "*Request and Agreement to Arbitrate*", be accompanied by a typed "*statement of fact*", copies of any documents that pertain to the transaction, and a \$500.00 filing fee.
2. Upon receipt, the New Orleans Metropolitan Association of REALTORS®, Inc. will convene a Review Panel of the Grievance Committee. If the Panel finds the matter to constitute a proper cause of action, it will be referred to a Professional Standards Hearing Panel; if not found to constitute a proper cause of action, it will be returned to the Complainant with a copy of the *Grievance Committee Action* and information on how to file an appeal.
3. If there is to be a Hearing, a copy of the *Request* will be sent to the Respondent(s). They are required to submit their *Response and Agreement to Arbitrate* to the Board within fifteen (15) days. When the *Response* is received, a copy will be sent to the Complainant(s).
4. Either Party may file with the Secretary, within ten (10) days from the date the names of the members of the Professional Standards Committee are mailed to them, a written request for disqualification of any potential member of the Hearing Panel for any of the following reasons:
 - (a) Is related by blood or marriage to the Complainant, Respondent or a REALTOR® acting as counsel for either the Complainant or Respondent,
 - (b) Is an employer, partner, or employee, or in any way associated in business with the Complainant, Respondent or a REALTOR® acting as counsel for either the Complainant or Respondent,
 - (c) Is a party to the Hearing or a witness in another pending case involving Complainant or Respondent,
 - (d) Knows any reasons acceptable to the Hearing Panel or tribunal which may prevent them from rendering an impartial decision.
5. When the Hearing has been scheduled, all Parties will be notified of the date, time and location at least twenty-one (21) days in advance.
6. The *Official Notice of Hearing* will contain names of members of the tribunal who will hear the case and will be accompanied by an "*Outline of Procedure for Arbitration Hearing*".
7. All Parties may be represented by legal counsel, provided that notice of intention to be represented is transmitted to all other parties and to the Hearing Panel at least fifteen (15) days prior to the Hearing. Failure to provide timely notice may result in a continuance of the Hearing.
8. It is the responsibility of each Party to arrange for witnesses to be present at the Hearing. All other parties must be notified of the witnesses at least fifteen (15) days prior to the Hearing.

9. The Parties shall not discuss the case with any member of the Hearing Panel or the Board of Directors at any time prior to announcement of a Decision in the case.
10. No Hearing will be held in the absence of a Complainant. An Arbitration Hearing may proceed in the absence of a Respondent.