

**SOUTHEAST PENNSYLVANIA REGIONAL PROFESSIONAL STANDARDS**  
**Greater Philadelphia Association of REALTORS®**  
**Suburban West REALTORS® Association**

**GENERAL INSTRUCTIONS AND INFORMATION FOR FILING AND  
REPLYING TO ARBITRATION REQUESTS**

1. Arbitration Requests must be typewritten or printed.
2. Arbitration Requests will be referred to the Chief Executive Officer and by the CEO to the Chairperson of the Grievance committee. If the Grievance Committee finds the matter to constitute a proper cause of action, it will be referred to the CEO to arrange a hearing; if not found to constitute a proper cause of action, it will be returned to the complainant with the decision of the Grievance Committee, together with information advising the complainant of the procedures by which the Grievance Committee's decision may be appealed to the Board of Directors.
3. If there is to be a hearing, Respondent will have fifteen (15) days after service of copy of Arbitration Request to reply. A copy of reply will be sent to Complainant and the Professional Standards Committee Chairperson. The date for the hearing will be set and all parties will be notified of the date and place of hearing at least twenty-one (21) days in advance.
4. If no Response is filed to the Arbitration Request within the time allotted, the Grievance Committee shall make its determination as to whether an arbitration hearing should be scheduled based upon the information set forth in the request. The Complainant and the Professional Standards Committee Chairperson will be advised that no reply has been filed.
5. All parties may be represented by legal counsel, provided that notice of intention to be represented is transmitted to the association no less than fifteen (15) days prior to the hearing. Failure to provide timely notice may result in a continuance of the hearing.
6. It is the responsibility of each party to arrange for his witnesses to be present at the hearing.
7. Either party may file with the Chief Executive Officer, within fifteen (15) days from the date the names of the members of the Professional Standards Committee are mailed to the parties, 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 either complainant or respondent;
  - b. Is an employer, partner, or employee, or in any way associated in business with either complainant or respondent;
  - c. Is a party to the hearing, or a party or a witness in another pending case involving complainant or respondent;
  - d. Knows any reasons acceptable to the Executive Vice President that may prevent him from rendering an impartial decision.
8. The "Official Notice of Hearing" will contain names of members of the tribunal who will hear the case and should be accompanied by an "Outline of Procedure for Conduct of an Arbitration 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 (depending on state law and the option selected by the Board) proceed in the absence of the respondent.