

GREATER BALTIMORE BOARD OF REALTORS®
1954 Greenspring Drive Suite 100
Timonium, MD. 21093
410-337-7200 Fax: 410-337-2138

HOW TO FILE AN ETHICS COMPLAINT

1. The person the complaint is against **must be a member in good standing at GBBR.**
2. If the person is a member of GBBR forms may be downloaded from the website http://www.gbbbr.org/ethics_complaints.php, emailed or mailed to them.
3. When a complaint is received, it will be reviewed by the Grievance Committee. This committee does not decide whether someone has or has not violated one or more of the Code of Ethics – they review the material, and based on what has been presented to them, will either dismiss the complaint or forward it for a formal hearing.
4. If a complaint is forwarded for a hearing before an Ethics Hearing Panel, the person filing the complaint would have to attend the hearing to present their case as would the member whom the complaint is against. Both parties can have witnesses, bring evidence and be represented by legal counsel.
5. The Ethics Hearing Panel will hear the case and decide whether the member did or did not violate any articles of the Code of Ethics. If they did violate any articles, they will issue appropriate disciplinary action against the member.
6. GBBR does not handle any claims for monetary damages. If a person is claiming monetary damages the complaint need to be filed with the Maryland Real Estate Commission, 410-230-6230.
7. If the dispute is between the buyer and seller, the parties should seek out mediation resolution with the assistance of O. M. Services, 1-888-412-6740. Ask for Ms. Lisa Cameron. REALTOR® Boards do not handle Buyer/Seller Mediations.

IMPORTANT INFORMATION ABOUT CONSUMER COMPLAINTS:

THE GREATER BALTIMORE BOARD OF REALTORS® (GBBR) IS A PRIVATE MEMBERSHIP ORGANIZATION. GBBR IS NOT PART OF THE STATE OR CITY/COUNTY GOVERNMENT AND DOES NOT HAVE JURISDICTION OVER AN INDIVIDUAL'S REAL ESTATE LICENSE. IN ADDITION, GBBR CANNOT PROCESS ANY CLAIMS FOR MONETARY DAMAGES.

The [Maryland Real Estate Commission](#) is the government agency responsible for issuing real estate licenses and regulating licensees. The Commission handles claims against the Maryland Real Estate Guaranty Fund for monetary damages as a result of fraud, misrepresentation, or failure to fulfill fiduciary duties on the part of a real estate licensee. To reach the Maryland Real Estate Commission

[visit their website](#) or call 410-230-6230. THE COMMISSION HANDLES CLAIMS FOR MONETARY DAMAGES AS A RESULT OF FRAUD, MISREPRESENTATION, ETC. BY A REAL ESTATE LICENSEE.

If you have already filed a complaint with the Maryland Real Estate Commission, GBBR cannot proceed with an Ethics Complaint until the Commission has closed the case. Likewise, if you have filed a legal action through the courts, GBBR cannot consider the Complaint until the legal action has been resolved.

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