



### **WHAT IS THE PCBOR® OMBUDSMAN Program?**

Ombudsman Procedures adopted by the Passaic County Board of REALTORS® (PCBOR) are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. PCBOR® is charged with the responsibility of receiving and resolving ethics complaints, and hearing arbitration disputes filed against its' members. An Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

### **HOW WILL I KNOW TO ASK FOR AN OMBUDSMAN?**

Many complaints do not expressly allege violations of specific articles of the REALTOR® Code of Ethics and may not concern conduct related to the Code. Some complaints are transactional, technical, and procedural questions that can be readily responded to. Some complaints are due strictly to lack of communication. These types of issues may be appropriate for the Ombudsman program.

### **WHAT ARE REALTOR® OMBUDSMAN BENEFITS?**

You can receive non-judgmental real estate related information in a timely manner and at no cost.

### **WHAT THE OMBUDSMEN WILL NOT DO?**

- Adjudicate/make the final decision;
- Give legal advice;
- Determine who is right or wrong;
- Disclose communications – Process is CONFIDENTIAL;
- Make any written record of discussions and/or agreements.

### **WHO ARE THE OMBUDSMEN?**

REALTORS® appointed to be Ombudsmen must:

- Meet criteria for extensive real estate experience and/or additional qualifications as determined by the PCBOR Board of Directors;
- Demonstrate objectivity;
- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

### **HOW DOES THE OMBUDSMAN PROCESS WORK?**

The PCBOR® Professional Standards Administrator and/or the Chief Executive Officer will assemble information to be sent to the PCBOR® Ombudsman via e-mail. This information may include:

- Name, phone number and role of the complainant (that is, buyer, seller, broker, etc.)
- Name, phone number, and role of the respondent (that is, broker, principal broker, etc.)
- If the respondent is a broker, the name of principal broker and/or managing broker.

The PCBOR® Ombudsman will make all necessary contacts in an attempt to resolve the complaint. If the Ombudsman efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Ombudsman will advise the Complainant about the next step(s) in the complaint process. Written complaints will continue to be processed unless withdrawn by the complainant.



Date: \_\_\_\_\_

**Ombudsman Request**

Name of Complainant: \_\_\_\_\_

Firm (if any): \_\_\_\_\_

Address: \_\_\_\_\_

Preferred Phone for contact: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_  
(buyer, seller, agent, broker)

Subject property (if any) \_\_\_\_\_

.....  
Name of Respondent: \_\_\_\_\_

Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_  
(listing agent, selling agent, broker)

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What issue would you like the Ombudsman to resolve? \*  
(Attach additional form in necessary)

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**Return to: Passaic County Board of REALTORS®,  
204 Berdan Avenue, Wayne, NJ 07470 or Fax to 973.305.1611  
or email to: Michelle Perrone Epstein [michelle@pcbor.com]**  
All information on this form is confidential. The Passaic County Board of REALTORS® will  
destroy this form and any other documents and materials pertaining to this matter at the  
conclusion of the ombudsman services.