



WHAT IS THE OMBUDSMAN PROGRAM?

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Ombudsman Procedures adopted by Baldwin REALTORS® are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. Baldwin REALTORS® 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 will the ombudsmen 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 demonstrate objectivity, participate in a training program, and possess extensive knowledge of the REALTOR® Code of Ethics.

How does the ombudsman process work?

Baldwin REALTORS® staff will send the ombudsman request form to the ombudsman via e-mail. The form will include contact information for both parties as well as a written account of the conflict. The 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.