

Filing an ethics complaint against a REALTOR® is a time-consuming process. With the Ethics Citation Program, respondents can elect to avoid the lengthy hearing process when a REALTOR® or a member of the public files a complaint against them.

HOW THE ETHICS CITATION PROGRAM WORKS

- A REALTOR® or a member of the public would file a complaint using the appropriate form. (Anonymous complaints are allowed.)
- If the Citation Panel determines that the Article(s) cited in the complaint are eligible for the Ethics Citation Program, and if there is sufficient evidence provided to prove a violation has occurred, the Respondent will be notified and given thirty (30) days to elect to pay the citation or request an ethics hearing.
- If the respondent agrees to the Ethics Citation Program, he/she would pay the standard pre-set fine associated with the Article(s) cited in the complaint.



TO FILE A COMPLAINT:

Contact the Illinois REALTORS® at 217/529-2600 or visit www.IllinoisRealtors.org to obtain a copy of the appropriate complaint forms.



522 South 5th Street
Springfield, Illinois 62701
217/529-2600
www.IllinoisRealtors.org

Illinois REALTORS®

Ethics Citation PROGRAM



for CODE OF ETHICS VIOLATIONS



Illinois REALTORS®' ongoing efforts to increase professionalism in the market for our members, streamline the ethics hearing process and protect the interests of the public.



BACKGROUND

Illinois REALTORS® Professional Standards Committee is charged with upholding the highest principles of the association and ensuring that members adhere to the REALTOR® Code of Ethics. In order to facilitate a more efficient and streamlined process to handle certain ethics violations, Illinois REALTORS® introduced a new Ethics Citation Program in September, 2014.

WHY SHOULD A COMPLAINANT AND RESPONDENT ELECT TO USE THIS SYSTEM?

- **For respondents** – electing to pay a citation avoids an uncomfortable and often time-consuming hearing process. Respecting the right for due process, a Respondent may instead elect to request a hearing. The Ethics Citation Program is as confidential as the hearing process.
- **For complainants** – there may be less time involved, yet justice will still be served thereby protecting the industry from unethical behavior. If the respondent elects to have a hearing, the complainant, if named, would need to be prepared to attend.

CODE OF ETHICS VIOLATIONS

Please note that the Ethics Citation Program is limited to these violations only. Other Code of Ethics violations and arbitration/ mediation services follow the regular complaint process.

Article 1:

- Accessing or using listed or managed property on terms or conditions other than those authorized by the owner or seller (SOP 1-16) **\$1,000**

Article 3:

- Failure to disclose existence of dual or variable rate commissions (SOP 3-4) **\$500**
- Failure to disclose existence of accepted offers to any broker seeking cooperation (SOP 3-6) **\$250**
- Providing access to listed property on terms other than those established by the owner or the listing broker (SOP 3-9) **\$1,000**

Article 4:

- Failure to provide written disclosure of REALTOR'S® interest in property being bought or sold, or the interest of any member of their immediate family, their firm or any member thereof or any entity in which they have an ownership interest; failure to disclose in writing ownership or interest to purchaser or the purchaser's representative **\$500**

Article 5:

- Providing professional service without disclosing present or contemplated interest in property unless such interest is specifically disclosed to all affected parties **\$500**

Article 6

- Accepting any commission, rebate or profit on expenditures without client's knowledge or consent **\$500**

Article 12

- Failure to present a true picture in real estate communication, marketing and advertising **\$250**
- Failure to disclose status as a real estate professional in advertising, marketing and other real estate communications **\$250**

- Failure to disclose potential compensation or benefit received from a third party for services provided free to a client (SOP 12-2) **\$250**
- Advertising or offering to sell/lease property without authority of owner or owner's authorized agent (SOP 12-4) **\$500**
- Failure to disclose name of real estate firm in advertising in a readily apparent manner (SOP 12-5) **\$250**
- Failure to disclose status of both owner/ landlord and Realtor® or licensee when advertising property in which Realtor® or licensee has ownership interest (SOP 12-6) **\$500**
- Falsely claiming to have "sold" property (SOP 12-7) **\$250**
- Failure to disclose on a website the firm's name and state of licensure in a reasonable and readily apparent manner (SOP 12-9) **\$250**
- Failure to present a true picture in advertising and representations to the public including Internet content posted and the URLs and domain names used. (SOP 12-10) **\$250**
- Registration or use of deceptive URL or domain name (SOP 12-12) **\$500**
- Representing that the Realtor® has a designation, certification or other credential that the Realtor® is not legitimately entitled to use (SOP 12-13) **\$500**

Article 14

- Failure to cooperate in any professional standards proceeding or investigation **\$500**

Article 16

- Use of terms of an offer to modify listing broker's offer of compensation (SOP 16-16) **\$500**
- Placement of for sale/lease sign on property without permission of seller/ landlord (SOP 16-19) **\$250**

Questions? 217/529-2600
www.IllinoisRealtors.org