

## **INSTRUCTIONS FOR FILING AN ARBITRATION (MONETARY) PROCEEDING**

This will acknowledge your request for information as to the procedure to follow in filing an arbitration against a member of the Contra Costa Association of REALTORS®. Enclosed is an Arbitration Complaint form, along with the Arbitration Manual.

In filing your complaint, we request that you follow the procedure outlined below:

1. Prior to filing a formal complaint, you may request the issue be referred to a member of the Mediation Consulting Group, at which time a Mediator will contact the Complainant(s) and Respondent(s) and offer to mediate the dispute. There is no filing fee for this service. This voluntary procedure provides for an impartial third party who attempts to assist the parties in conflict arrive at a mutual agreement. In negotiation, conciliation and informal mediation, the parties may work out a mutually acceptable solution or compromise to the problem at hand. If the mediation is unsuccessful, you may file a formal complaint requesting an arbitration hearing. An unsuccessful mediation will not be prejudicial to your cause.
2. When preparing your “Exhibit 1” statement, state the facts upon which your claim is based. Include legible photocopies of all documents pertinent to the transaction (i.e., deposit receipts, listing agreements, correspondence, etc.)
3. We request that your Arbitration Complaint form and “Exhibit 1” to be legible, and that you enclosed your originals along with six complete copies of your complaint (each set should include the Arbitration Complaint form, “Exhibit 1”, and documentation).
4. Your complaint must be accompanied by a check in the amount of \$350.00, made payable to the Contra Costa Association of REALTORS®, to cover the non-refundable arbitration filing fee. This fee may be charged against the Complainant; may be fully or partially charged against the Respondent and the Complainant fully or partially reimbursed accordingly. You must state a claim for reimbursement of filing fee as part of the specific dollar amount which you are claiming.
5. Mail your complaint material to the Contra Costa Association of REALTORS®, 1870 Olympic Blvd., Ste. 200 Walnut Creek, California 94596, Attn: Pam Moitoza.

If you have any questions after reviewing this information, please do not hesitate to contact the Professional Standards/Arbitrations Department at (925) 295-9220.