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## **Step-By-Step Complaint Procedure Lockbox Rules & Regulation Enforcement**

Anyone can file a complaint and all complaints to be considered must be filed using the proper form within 60 days from the time the alleged violation occurred.

- Step 1 The Association Executive Officer or staff member is notified of a possible violation of the Lockbox Rules and Regulations.
- Step 2 Staff sends a copy of the Complaint Form, Lockbox Rules and Regulations, and the General Instructions and Procedures for Filing Complaints regarding the Lockbox System to the Complainant.
- Step 3 When the complaint is received, the respondent is sent a copy of the complaint by the Professional Standards Administrator. The Respondent is required to submit the Lockbox Rules and Regulation Response Form to the RAYAC office within 20 days of its receipt.
- Step 4 The complaint and response are reviewed by the Lockbox Committee to determine if there is a violation of the Lockbox Rules & Regulations. If the Lockbox committee determines there is a violation, a sanction will be imposed by the committee and a copy of the decision is mailed to both the complainant and respondent. The respondent is also sent an appeal form of the Lockbox Rules & Regulations.
- Step 5 The Respondent submits the Appeal Form of the Lockbox Rules & Regulations Violation to the RAYAC office within 20 days of its receipt. If the Respondent acknowledges the violation the sanction shall be discharged within the time frame imposed by the Lockbox Committee. If a request for a hearing is filed by the Respondent, the Professional Standards Administrator will appoint a Hearing Panel to conduct a full Hearing regarding the alleged violation.
- Step 6 The hearing is conducted in accordance with the NAR Code of Ethics and Arbitration manual.
- Step 7 A decision is rendered by the Hearing Panel and forwarded to the RAYAC Board of Directors in accordance with the NAR Code of Ethics and Arbitration Manual.
- Step 8 Action of the Board of Directors will be forwarded to the Complainant and Respondent within 10 days of its approval by the Board of Directors.