



**Aiken Board of REALTORS®**  
**1069 Silver Bluff Road**  
**Aiken, SC 29803**  
**Phone (803) 648-1891 Fax (803) 642-6044**

How to File an Ethics, Arbitration or Mediation Request

### **Ethics Complaint**

Please fill out document entitled Form E-1 for filing an Ethics Complaint.

Please read through the Articles of the Code of Ethics before writing your complaint. As you compose your written complaint, cite an Article or Articles that you feel you have been violated and why. Do not cite any Standards of Practice. You may refer to specific Standards of Practice in your explanation. Please attach a detailed explanation of your complaint and any documentation supporting it to the form and return it to the address shown above.

Once we receive your complaint, it will be referred to the Grievance Committee for their review. Please Note: If the complaint is sent by the Grievance Committee for a hearing to Professional Standards, you will be required to appear at the hearing to give your side of the complaint.

### **Arbitration Complaints**

Please fill out form A-1 to file an Arbitration Complaint. Please note, we only take Arbitration complaints for Aiken Realtor vs Aiken Realtor.

Once we receive your complaint, it will be referred to the Grievance Committee for their review. Please Note: If the complaint is sent by the Grievance Committee for a hearing to Professional Standards, you will be required to appear at the hearing to give your side of the complaint.

### **Mediation Request**

Mediation is a good way to solve any concerns or complaints you may have with a Realtor, Contract or anything to do with a Real Estate Transaction. We have specially trained mediators to help you solve concerns. Please fill out the mediation form to request mediation services.

Please e-mail complaints to [Kshelton@aikenboardofrealtors.com](mailto:Kshelton@aikenboardofrealtors.com) or you may mail them to 1069 Silver Bluff Road, Aiken, SC 29803. Attn: Kristyne Shelton

If you have any questions about this process, please contact Kristyne Shelton, Professional Standards Administrator at 803-648-1891.