



ARBITRATION COMPLAINT (MEMBER TO MEMBER)
PACIFIC WEST ASSOCIATION OF REALTORS®

For Association Use Only Case # \_\_\_\_\_ Date Received \_\_\_\_\_

1) A dispute arising from the real estate business has arisen between me (us) and the person(s) and/or entity(ies) named below (Note: List all persons you wish to name as respondents. If you want to name a corporate entity as a respondent, you must indicate the corporation's legal name as a separately named respondent):

RESPONDENT(S) – PARTIES YOU ARE FILING AGAINST

Form with fields for Name, Firm, Street Address, City, State, and Zip, Phone Number, DRE #, and E-Mail Address for two parties.

2) The respondent(s) owes me the sum of \$ \_\_\_\_\_. My claim is based upon the statement attached to this complaint, Marked Exhibit "1", which is hereby incorporated by reference and made part of this complaint.

3) At the time the facts and circumstances giving rise to this dispute occurred, I am informed that each respondent was a [ ] REALTOR®/REALTOR-ASSOCIATE® Member of the Association; and /or [ ] Participant/ subscriber of the Association's MLS

4) This dispute is proper for arbitration at the Association as this is a real estate related dispute that arises out of our relationship as a REALTOR®/REALTOR-ASSOCIATE® and/or arises from a listing filed with the Association's MLS.

5) I, by becoming and remaining a: [ ] REALTOR®/ REALTOR-ASSOCIATE® Member of the Association [ ] Participant/subscriber of the Association's MLS Have previously agreed to resolve this dispute with the named respondents through binding arbitration using the Association's facilities and its rules and procedures for arbitration. Accordingly, I submit this dispute to arbitration and reaffirm my agreement to bind myself and any firm for which I am the designated broker of record to be bound by arbitration through the Association. Furthermore, I reaffirm my agreement to abide by the Association's rules and procedures for arbitration and to comply with the arbitration award. I understand and agree that this constitutes an arbitration agreement within the meaning of Part 3 Title 9 of the California Code of Civil Procedure. In the event I or my firm does not comply with the arbitration award and it is necessary for any party to this arbitration to obtain judicial confirmation and enforcement of an arbitration award against me or my firm, I and my firm agree to pay the party obtaining such confirmation their costs and reasonable attorneys fees incurred in obtaining such confirmation and enforcement. I also understand that if I do not comply with the arbitration award, I may be disciplined by the Association following a "Show Cause" hearing pursuant to the arbitration enforcement policy.

6) I have filed this arbitration complaint, meeting all the filing requirements, within one hundred and eighty (180) calendar days after the closing of the transaction, if any, or after the facts and circumstances constituting this arbitrable matter could have been known in the exercise of my reasonable diligence, whichever is later.

- 7) I understand there will be a mechanical recording of the arbitration hearing. I understand that I may purchase a copy of the recording solely for the purpose of requesting a procedural review of the arbitration procedures and hearing by the Association's Board of Directors or an appointed review Panel thereof.
- 8) I understand that I may be represented by legal counsel at any time, including at the arbitration hearing and any procedural review. I further understand and agree that if I intend to have legal representation, I must give written notice of my legal representative's name, law firm name, address and phone number to all parties and the hearing and/or review Panel at least fifteen (15) calendar days before the scheduled date of the hearing. I understand and agree that failure to comply with this notice requirement may result in a continuance being granted and a continuance fee assessed against me.
- 9) I understand that the nature of these proceedings are confidential and that I have an obligation to maintain and protect the confidentiality of these proceedings and any resulting decision. I hereby agree to do so unless disclosure is authorized by the Associations rules and procedures or required by law.
- 10) Unless this dispute is between members of the same office, the responsible broker at the time the facts and circumstances giving rise to this dispute occurred must sign as a co-complainant and has signed this complaint.
- 11) I hereby affirm that the facts and circumstances and the parties in this matter are not related to any pending bankruptcy, civil litigation matter or criminal investigation, including a proceeding before a governmental regulatory agency. If I am unable to make this affirmation, I have attached a written statement describing the pending matter on a separate sheet of paper and have included it with this complaint.
- 12) I have enclosed my payment in the sum of \$500.00 for the arbitration filing fee with this complaint.
- 13) I will be represented by an attorney, whose name, address, telephone number and e-mail address are:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_
- 14) Under the penalties of perjury, I declare that this arbitration complaint and the statements contained here in are true and correct to the best of my knowledge and belief.

Dated: \_\_\_\_\_

**COMPLAINANT(S) – Your Information**

<p>1. _____ Name</p> <p>_____ Signature</p> <p>_____ Firm</p> <p>_____ Street Address</p> <p>_____ City, State, and Zip</p> <p>_____ Phone Number</p> <p>_____ E-Mail Address</p>	<p>3. _____ Name</p> <p>_____ Signature</p> <p>_____ Firm</p> <p>_____ Street Address</p> <p>_____ City, State, and Zip</p> <p>_____ Phone Number</p> <p>_____ E-Mail Address</p>
<p>2. _____ Name</p> <p>_____ Signature</p> <p>_____ Firm</p> <p>_____ Street Address</p> <p>_____ City, State, and Zip</p> <p>_____ Phone Number</p> <p>_____ E-Mail Address</p>	<p>4. _____ Name</p> <p>_____ Signature</p> <p>_____ Firm</p> <p>_____ Street Address</p> <p>_____ City, State, and Zip</p> <p>_____ Phone Number</p> <p>_____ E-Mail Address</p>

**Please return this signed Form (A-1) with your attached Summary Marked "Exhibit 1" and the \$500.00 filing fee to:**

**PACIFIC WEST ASSOCIATION OF REALTORS®  
Attn: Professional Standards Department  
1601 E. Orangewood Ave. Anaheim, CA 92805  
(714) 245-5500 Phone  
Or E-Mail to: [prostandards@pwr.net](mailto:prostandards@pwr.net)**

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Form A-1

## **SAMPLE OF HOW TO SUBMIT YOUR SUMMARY**

### **(IMPORTANT: PLEASE DOUBLE SPACE YOUR SUMMARY)**

**If you are including Exhibits in addition to your summary, each Exhibit page must be numbered and should have a cover sheet with a brief description of the exhibit.**

When writing your summary below (Exhibit 1), please write it in the form of a narrative of the events that occurred and the date order in which they happened (timeline). It must be double spaced and typewritten in a simple and understandable format. Please explain the situation and why you are filing.

An Arbitration filing meeting all filing requirements must be filed within one hundred and eighty (180) calendar days after the facts constituting the wrongful conduct could have been known in the exercise of my reasonable diligence or one hundred eighty (180) days after the conclusion of the transaction, or event, whichever is later.

Please include any clear and legible documentation that supports the allegation(s) including but not limited to:

- Addendum
- Amendment(s)
- Appraisal
- Buyer/Broker Agreement
- Closing Disclosure
- Commission Instructions
- Counteroffer
- Duties Owed
- Emails
- Exclusive Right to Sell
- Inspections
- Offer & Acceptance Agreement
- Phone Calls/Messages
- Pictures/Screen Shots
- Texts

If the Association determines all the filing requirements have been met, your Arbitration request will be sent to the Respondent(s) and they will be asked to Respond, a hearing will be scheduled, and you will be asked to attend a hearing to present your case. Any findings by an Arbitration hearing panel will be binding upon both parties.

If you have any questions about the process, please reach out to the Professional Standards Department at (714) 245-5500.



**AUTHORIZATION TO USE CREDIT CARD**  
**I HEREBY AUTHORIZE THE PACIFIC WEST ASSOCIATION OF REALTORS®**  
**(herein after referred to as the “Association”) to use my:**

Please check one:

- Visa
- Mastercard
- Discover Card
- American Express

Account No. \_\_\_\_\_

Exp. Date \_\_\_\_\_

For payment of (please check one):

- MLS Subscription Fee
- PWR REALTOR® Dues
- Retail/Store Purchases
- Change credit card on file
- Arbitration Filing Fee**
- Payment of Ethics Fine
- Mediation Filing Fee
- All of the Above

Amount (if applicable): \$ \$500.00

The cardholder promises to inform the Association within seventy-two (72) hours if said credit card account is cancelled for any reason and/or there is a change to the expiration date on the account. In the event the above account is cancelled, the Cardholder will furnish the Association another account number. This agreement will remain in effect until cancelled in writing by the cardholder.

SIGNATURE OF CARDHOLDER: \_\_\_\_\_

PRINTED NAME OF CARDHOLDER: \_\_\_\_\_

DAYTIME PHONE NO: \_\_\_\_\_