

Greater Capital Area Association of REALTORS®
8757 Georgia Avenue, Suite 600
Silver Spring, Maryland 20910

LOCKBOX SYSTEM
GENERAL INSTRUCTIONS AND INFORMATION

1. It is not within the jurisdiction of the Greater Capital Area Association of REALTORS® to obtain monetary remuneration for any complaints alleging a violation of the Code of Ethics or the GCAAR/SentriLock Lockbox System Rules & Regulations.
2. Complaints must be typewritten and must include the names of the individual(s) to be Respondent(s) to the matter *and the alleged lockbox violation(s)*. All documents pertaining to this transaction shall be attached to and filed with the complaint.
3. The Grievance Committee will determine whether there exists sufficient cause to refer the matter to the Professional Standards Committee for a hearing. If insufficient cause is found, the complaint will be dismissed. In the event of dismissal of the complaint, the Complainant will have the opportunity to appeal the dismissal to the Board of Directors of the Association.
4. Respondent(s) shall file his/their reply within **fifteen** days of the Notice to the Respondent. Replies must be typewritten, signed and dated. All documents applicable to the reply shall be filed with the reply. A copy of the reply will be mailed to the Complainant.
5. Upon receipt of a matter referred by the Grievance Committee, the Chair of the Professional Standards Committee shall select a Hearing Panel and designate the date, time and place for the hearing. A notice of the date, time and place of the hearing will be mailed or delivered to the parties.
6. Every party may be represented by legal counsel or by a REALTOR® of their choosing (or both). Notice of a party's intent to have counsel present must be given in writing to the Association not less than **fifteen** days prior to the date of the hearing. The Association shall then so notify the other parties and the Hearing Panel. If so notified, the other parties shall have the right to bring counsel to the hearing without notice.
7. At least **fifteen** calendar days prior to a scheduled hearing, each party shall deliver to the Association for distribution to the Hearing Panel and every other party, all additional documentary evidence and the names of witnesses to be present at the hearing. Each party shall arrange for his witnesses to be present at the time and place designated and pay their expenses, if any.
8. Every party will have the opportunity to file a written request for disqualification of any member of the Professional Standards Committee or the Board of Directors that may be appointed to the Hearing Panel or an Appeal Panel. A member of the Hearing Panel or Appeal Panel shall be disqualified for any of the following reasons:
 - a. Is related by blood or marriage to either the Complainant or Respondent;
 - b. Is an employer, partner, employee or in any way associated in business with the Complainant or Respondent;
 - c. Is a party to the hearing, or a party or witness to any other pending case involving either the Complainant or Respondent;
 - d. Knows of any reason acceptable to the Hearing Panel that may prevent him from rendering an impartial judgment.
9. The parties shall not discuss the case with any member of the Professional Standards Committee or the Board of Directors at any time from the inception of the case and prior to the announcement of a decision in the case and the expiration of all applicable appeal time periods.
10. All parties should be present at the hearing. Failure to appear may result in a decision in absentia.