OMBUDSMAN PROGRAM
OMBUDSMAN PROCESS

1. During the term of service, each Ombudsman serves approximately for one month on a rotating basis. Depending on the amount of Ombudsman services and number of Ombudsman volunteers, additional months may be assigned during the term of service.

2. Greater Tampa REALTORS® (GTR) limits each Ombudsman service to only eight (8) calls within the one (1) month period.

3. There are additional Ombudsman ready to take the remainder of a service time if the calls exceed eight (8).

4. The Ombudsman on call will receive an email with the Ombudsman Log.

   NOTE: The Executive Assistant to the CEO will complete the administrative portion of the log prior to emailing to the Ombudsman. The administrative portion of the log contains the name of the Complainant, the Complainant’s relationship to the transaction, mailing address, email address, phone and fax numbers, name of potential, Respondent, Respondents Broker, Respondent & Respondents Broker mailing address, email address, phone and fax numbers.

5. The Ombudsman shall acknowledge receipt of the log to the Secretary by email.

6. The Ombudsman should call the Complainant within 48 hours of receipt of the log. Two (2) to three (3) attempts to reach the parties shall be made prior to closing the file.

7. A good script to us is as follows:

   “Hello, my name is _____________ ; I am an Ombudsman for the Greater Tampa REALTORS®. As an Ombudsman, I cannot make a decision in your case, but I can provide you with some assistance.

   I understand that you have concerns regarding one of our members. If you would like to share your concerns with me, I might be able to suggest some possible avenues or options you may pursue to reach a resolution for your situation.”

8. The Ombudsman can modify the script to work best with his or her own personality.

9. If some resolution is agreed to, the Ombudsman should call the Complainant back within one week of final call to make sure that the matter was resolved.

10. The Ombudsman should email the completed Ombudsman Log to the Executive Assistant to the Chief Executive Officer within 48 hours of closing the file.

11. After all materials related to this matter are emailed to the Executive Assistant to the Chief Executive Officer, Ombudsman shall shred these materials or return them to the Executive Assistant to the Chief Executive Officer for proper disposal.
OVERSIGHT & COMMITTEE GUIDELINES

INTRODUCTION

The definition of Ombudsman for REALTORS® – The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases, it can address and solve minor complaints from the public. It can also solve inter-REALTOR® conflicts before they become serious problems. Like a mediator, an ombudsman helps parties find solutions.

GTR’S OMBUDSMAN OVERSIGHT AND COMMITTEE GUIDELINES

GTR’s Ombudsman are members with ten (10) or more years of experience or five (50 or more years of experience including additional qualifications such as experience in dispute resolution. These members are familiar with the NAR Code of Ethics, state real estate regulations, and current real estate practice. These members also serve on the Professional Standards Committee and receive training on the professional standards process as well as serving as an Ombudsman on an annual basis. Ombudsman are required to complete an application detailing their experience and are selected by the President in conjunction with the Board of Directors. There will be a minimum of five ombudsmen for the association at any given time. Please note, if a member serves as an Ombudsman and the issue is not resolved through the Ombudsman process, that member will be precluded from serving in any of the formal processes available through the association (i.e. ethics tribunal, mediation, etc.) with respect to that complaint.

The following types of cases can be handled through the Ombudsman Process:
- Uncomplicated
- Communication based
- Non or small monetary amount
- May be solved by providing simple education
- May be solved by providing basic knowledge

The following types of cases cannot be handled through the Ombudsman Process:
- Apparent violations of law
- Fair housing or discrimination issues
- Those already referred to legal counsel, a subject of a Florida Real Estate Commission investigation, a REALTOR® vs. REALTOR® arbitration, which shall be handled by the association’s mediator.
- Large monetary amounts
- Complex cases
- Cases involving more than two parties
- Blatantly unreasonable or uncooperative parties

The following are “red flag” scenarios the Ombudsman should keep an eye out for:
- Unreasonable parties
- Parties seeking sympathetic assistance
- “Fishing expeditions”
- Overly excited or irritable complainant
Party is unclear about the facts and/or issues
Party exaggerates or misrepresents
Party threatens retribution or violence

The goal of the ombudsman process is as follows:
- Defuse the situation and emotions
- Clarify the issues
- Deal with the facts
- Deal with only the essential elements of the dispute
- Avoid irrelevant, inflammatory elements
- Resolve the dispute in such a manner that both parties are able to view the resolution as helpful

The responsibilities of the Ombudsman are to:
- Acknowledge receipt of the request from the association to serve as an Ombudsman in a complaint
- Call the complainant within forty-eight (48) hours of receipt of the complaint
- Make two-three attempts to reach the parties prior to closing the file
- Email completed Ombudsman Log to the Executive Assistant to the CEO within forty-eight (48) hours of closing the file
- After all materials relating the complaint have been sent to the association, shred all materials or return them to the association for proper disposal
- If you feel the complaint is centered on a field of real estate of which you are not familiar (i.e. Commercial), contact the association and have an Ombudsman appointed who can field that type of complaint.

CONFIDENTIALITY OF OMBUDSMAN PROCESS
The allegations, discussions, and decisions made in ombudsman proceedings are confidential and shall not be reported or published by the board, any member of a tribunal, or any party under any circumstances except those established in the Code of Ethics and Arbitration Manual of the National Association as from time to time amended.

OMBUDSMAN DO’S AND DON’TS

DO’s- When communicating with the complainant:
- Listen to their concerns
- Ascertain their desired outcome (i.e., monetary, repairs, contractual issues)
- Discuss possible avenues to reach desired outcome
- Clarify that you understand their desired outcome and get permission to repeat information to the respondent

DO’s-When communicating with the respondent:
- Explain/communicate complainant’s concerns and desired outcomes
- Listen to their side of the issue
- Get respondent’s permission to communicate their response to the complaint
DON’TS:
- Adjudicate/make the final decision
- Give Legal Advice
- Determine who is right or wrong
- Refer matters to the Florida Real Estate Commission yourself-tell the complainant do so
- Refer matters directly to a Grievance Tribunal unless you feel there is a violation of the public trust
- Disclose communications to third parties-the process is confidential
- Put anything in writing

TIPS FOR COMMUNICATING WITH AN ANGRY COMPLAINANT/RESPONDENT

- **Treat the complainant/respondent with respect.** If they feel respected, they may gain a better ability to keep things in perspective.

- **Deflect hostile comments into opportunities to understand the caller’s needs.** Rather than reacting to an attempt to find your “hot button,” it is often very disarming to respond to the effort with a question seeking an explanation.

- **If you make a follow-up commitment to the call, be certain to follow through.** Never over-promise. Failure to come through will serve as evidence in the caller’s mind of the lack of commitment demonstrated by you and our organization.

- **Know when to cut your losses.** The person may not respond to efforts to channel anger and hostility into a focused dialogue. When this happens, you are under no obligation to serve as the person’s punching bag.

- **Appreciate your limitations and draw on help from experts when they are available.**

- **Be guarded when sharing information.** Whenever possible, avoid situations where it is likely that you may be misquoted. Angry people are often challenged listeners.

- **Practice tolerance and patience, but likewise demand basic decorum and observe it.** Do not get drawn into the drama.

- **Keep your own perspective and do not be afraid to laugh at yourself and learn from your mistakes.** Each call is unique and will rarely come of perfectly.

VIOLATION OF THE PUBLIC TRUST

For purposes of these policies, a potential violation of the public trust is “demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in economic harm.”
DISCRIMINATION ISSUES

As an Ombudsman, be sure not to get into a discussion over areas of discrimination. Let the complainant or respondent know that discrimination is a serious problem and that it should be reported to the proper authorities.

The phone numbers for discrimination complaints are as follows:

<table>
<thead>
<tr>
<th></th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>US HUD OFFICE</td>
<td>202.708.1112</td>
</tr>
<tr>
<td>FLORIDA (JACKSONVILLE) HUD OFFICE</td>
<td>904.232.2627</td>
</tr>
<tr>
<td>FLORIDA REAL ESTATE COMMISSION</td>
<td>850.487.1395</td>
</tr>
</tbody>
</table>

This document was created for the Greater Tampa REALTORS® utilizing information provided from various local and state associations, Florida REALTORS® and the National Association of REALTORS®.
OMBUDSMAN PROGRAM OVERVIEW

The definition of Ombudsman for REALTORS® – The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases, it can address and solve minor complaints from the public. It can also solve inter-REALTOR® conflicts before they become serious problems. Like a mediator, an ombudsman helps parties find solutions.

Boards and associations of REALTORS® are charged by the National Association of REALTORS® with the responsibility of receiving and resolving ethics complaints. This obligation is carried out by local, regional, and state Grievance Committees and Professional Standards Committees.

Complaints and concerns received by the Greater Tampa REALTORS® come in many different forms (phone, letter, email, fax). Some complaints received by the association do not allege violation of specific provisions of the Code of Ethics nor relate specifically to conduct governed by the Code of Ethics. Some concerns or questions relate to transactional, real estate practices, technical or procedural matters that could easily be responded.

It seems that many members of the public are reluctant to file a written ethics complaint for several reasons; the process is too cumbersome and the paperwork is too hard to understand. There is also the perception that since the hearing panel is made up of members of the association that the board is trying to protect its own. Many ethics complaints might be averted with enhanced communications and initial problem-solving capacity at the local level. These ombudsman procedures are intended to provide that capacity.

ROLE OF THE OMBUDSMAN

The Ombudsman’s role is primarily one of communication and conciliation, not adjudication. Ombudsmen do not determine whether ethics violations have occurred; rather, they anticipate, identify, and resolve misunderstandings and disagreements before matters ripen into disputes and possible charges of unethical conduct.

The Ombudsman:

- Listens to the complainant’s concerns
- Ascertains complainant’s desired outcome (revocation of licenses, sanctions, apology, money, etc.)
- Can fill and respond to a wide variety of inquiries and complaints, including general questions about real estate practice, transaction details, ethical practice, and enforcement issues
- Explains possible avenues that might resolve the issue or reach the desired outcome
- Answers general questions and/or procedural questions and explains the formal ethics complaint process
- In cases where an Ombudsman believes that a failure of communication is the basis for a question or complaint, the Ombudsman can arrange a meeting of the parties and assist in facilitating a mutually acceptable resolution.
- Contacts the potential respondent to explain the complainant’s concerns and desired outcome
- Tries to bring resolution
• Reports back to the complainant
• Explains the complainant’s rights after the completion of the ombudsman process.
• Where a written ethics complaint in the appropriate form is received by GTR, it can be initially referred to the Ombudsman who will attempt to resolve the matter, except that complaints alleging violations of the public trust (as defined in Article IV, Section 2 of the NAR Bylaws) may not be referred to an Ombudsman.
• If a matter complained of is resolved to the mutual satisfaction of all parties through the efforts of an ombudsman, the formal ethics complaint brought initially (if any) will continue to be processed until withdrawn by the complainant.
• In the event the Ombudsman concludes that a potential violation of the public trust* may have occurred, the ombudsman process shall be immediately terminated, and the parties shall be advised of their right to pursue a formal ethics complaint; to pursue a complaint with any appropriate governmental or regulatory body; to pursue litigation; and/or to pursue any other available remedy.

*For purposes of these policies, a potential violation of the public trust is “demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in economic harm.”

QUALIFICATIONS AND CRITERIA FOR OMBUDSMAN

• 10 or more years of real estate experience or 5 or more years of real estate experience including additional qualifications such as experience in dispute resolution
• Ombudsman must be familiar with the NAR Code of Ethics, state real estate regulations, and current real estate practice.
• Ombudsman must serve on the Professional Standards Committee
• Ombudsman are required to take Ombudsman & Professional Standards Training on an annual basis
• Ombudsman do not receive compensation for their services as Ombudsman
• Ombudsman are required to complete an application detailing their experience levels and are selected by the President in conjunction with the Board of Directors.
• The Association will make every effort to incorporate Ombudsman from a variety of real estate specialties
• There shall be a minimum of five Ombudsman for the association
• Ombudsman are appointed for terms of one year however, there is no maximum number of years the member can serve as an Ombudsman
• Ombudsman will meet a minimum of once per calendar year to discuss the program and determine if any policy changes are required. If so, the Ombudsman will forward those changes to the Professional Standards Committee. Upon approval by the Professional Standards Committee, those changes shall be forwarded to the GTR Board of Directors for ratification.

ERRORS & OMISSIONS COVERAGE
Ombudsman is covered through the NAR insurance program, as long as they are acting within the coverage limits described in the policy.

As provided in the "Answers to Questions Most Frequently asked about the National Association of REALTORS® Professional Liability Insurance Program for Associations of REALTORS®, the policy defines an "ombudsman" (or "ombudsperson") as an individual designated by an association to be available for consultation about the association's ethics hearing, arbitration, and/or DRS processes. Only association staff or members may serve as an ombudsman; an attorney serving in this role will not be eligible for coverage. The policy excludes from coverage any claim that alleges or arises out of any action committed by ombudsman that does not involve an association's ethics hearing, arbitration or the DRS processes.

The following are examples of some situations in which an ombudsman would be covered and other situations when the ombudsman would not be covered:

A seller contacts the association because they feel their listing broker, who is a REALTOR®, is not responding to phone calls, and may have received offers that they have not presented to the seller yet. If an ombudsman were appointed to assist the parties, the ombudsman’s actions would be covered by the NAR insurance program.

A buyer contacts the association for help with a short sale transaction. If an ombudsman assisted the buyer, the ombudsman’s actions would not be covered by the NAR insurance program.

REALTOR® A contacts the association because she has reason to believe REALTOR® B has been criticizing her business on Facebook after a difficult transaction. If an ombudsman were appointed to assist the parties, the ombudsman’s actions would be covered under the NAR insurance program.

CONFIDENTIALITY
All communications made to the Ombudsman or the Greater Tampa REALTORS® whether written or oral, shall be confidential and may not be disclosed (other than communicating information and results between staff and the Ombudsman) to any other person for any reason. The Ombudsman’s opening statement shall confirm the parties understanding of this prior to discussing the issue.

CONFIDENTIALITY OF OMBUDSMAN PROCESS
The allegations, discussions, and decisions made in ombudsman proceedings are confidential and shall not be reported or published by the board, any member of a tribunal, or any party under any circumstances except those established in the Code of Ethics and Arbitration Manual of the National Association as from time to time amended.

Furthermore, it is GTR’s policy that Ombudsman cannot be called as a witness as part of any future ethics complaint by the complainant or respondent in the matter in which they attempted to resolve in their role as an Ombudsman. This fact shall also be made known to the parties during the Ombudsman’s opening statement.
RESOLUTION OF COMPLAINTS

If a matter complained of is resolved to the satisfaction of the complainant through the efforts of an Ombudsman, the formal ethics complaint brought initially (if any) will continue to be processed until the complainant has officially withdrawn the complaint.

FAILURE TO COMPLY WITH AN AGREED UPON RESOLUTION

Failure or refusal of a member to comply with the terms of a mutually agreed on resolution shall entitle the complaining party to resubmit the original complaint or, where a formal complaint in the appropriate form had not been filed, to file an ethics complaint. The time the matter was originally brought to GTR’s attention will be tracked by the board’s professional standards administrator and the 180-day filing deadline shall be suspended from the date of the complainant’s (or potential complainant’s) request for informal dispute resolution service or assistance and shall resume when the informal dispute resolution procedures are concluded or terminated. This information shall be provided to the Grievance Committee for purposes of determining whether an ethics complaint is timely filed.

OPTIONS AFTER AN UNSUCCESSFUL OMBUDSMAN PROCESS

- The complainant may file a formal ethics complaint
- The complainant may obtain legal advice
- The complainant may file a formal complaint with the Florida Real Estate Commission
- The complainant may be offered mediation after a Request and Agreement to Arbitrate is filed.
- The complainant may seek outside mediation services

* Please note, if a member serves as an Ombudsman and the issue is not resolved through the Ombudsman process, that member will be precluded from serving in any of the formal processes available through the association (i.e. ethics tribunal, mediation, etc.) with respect to that complaint.

REFERRALS TO THE GRIEVANCE COMMITTEE OR STATE REGULATORY BODIES

Ombudsmen cannot refer concerns they have regarding the conduct of any party utilizing their services to the Grievance Committee, to the Florida Real Estate Commission or to any other regulatory body. The prohibition is intended to ensure impartiality and avoid the possible appearance of bias. However, Ombudsmen are authorized to refer concerns that the public trust may have been violated to the Grievance Committee.
The Greater Tampa REALTORS® Executive Assistant to the Chief Executive Officer will screen complaints. Information about the program and a Request for Ombudsman Service form will be available on GTR’s website with a direct link to staff’s email. Upon receipt of a request, staff will inquire what has been done so far to resolve the situation, and obtain basic information about the issue surrounding the complaint.

If the complaint meets the program guidelines, staff will email the Ombudsman Request Form (if received) and the Ombudsman Worksheet/Log to the Ombudsman selected – including staff’s comments of the issue (limited solely to factual or clarifying information – not subjective or judgmental), the complainant’s name and telephone number, as well as the respondent’s name, telephone number and broker’s name (if an agent).

The Ombudsman’s responsibilities are as follows:

1. Acknowledge that the complaint has been received, either by email or call to staff.

2. Call the complainant within two business days of receiving the complaint. The ombudsman shall make two to three attempts to reach the parties before closing the file.

The General Script to Use is as follows:

I am an ombudsman with the Greater Tampa REALTORS® and I understand that you have concerns regarding a member of the Association. As an ombudsman, I am available to answer questions about your situation and concerns. I cannot give legal advice. This process is completely confidential. If you would like to share your concerns with me, I will attempt to resolve misunderstandings and disagreements. Would you like to share your concerns with me at this time? [Get a yes or no in order to proceed.]

Before we proceed, please understand that I cannot make “decisions” in your situation, but I can provide you with some assistance in an effort to resolve your issue. After you share your concerns with me, I might be able to suggest some possible avenues or options to resolve the situation. While I will be likely communicating with the other party(s), it is not my place to refer the complaint back to the association or any regulatory agency, including the state licensing authorities. The only exception is when a possible violation of the public trust appears to have occurred.

(A violation of the public trust is defined as demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in economic harm.)

Before we proceed, I need to make sure you understand that all communications that you make to me (or an Association staff member), whether written or oral are confidential. Before I can communicate your concerns with the REALTOR® you have contacted the association about, I will need your verbal approval to relay those concerns. Upon conclusion of these services, I will destroy my notes and any paperwork.
and I will only be communicating with staff of the Association whether we have resolved the situation or not. [Get a yes or no in order to proceed.]

While I certainly hope we are successful in resolving your concerns, it is our association’s policy that that staff or myself cannot be called as a witness as part of any future ethics complaint by the complainant or respondent in this matter if we do not reach a resolution. Is that understood? [Get a yes or no in order to proceed.]

3. The Ombudsman should not put anything in writing to the party by e-mail or fax. All communications should be verbal.

4. Notify staff within two (2) days of closing the file.

5. Promptly destroy all materials as well as the GTR Ombudsman Worksheet/Log
CONFIDENTIAL

GREATER TAMPA REALTORS® OMBUDSMAN WORKSHEET/LOG

Name of Complainant: _______________________________________________________________

Relationship to Transaction: (i.e., buyer, seller, landlord, tenant, broker, agent)

Address: __________________________________________________________________________

Phone #: ________________________________ Fax #:_____________________________________

Name of potential respondent: _________________________________________________________

Address: __________________________________________________________________________

Phone #: ________________________________ Fax #:_____________________________________

Name of potential respondent’s Broker: _______________________________________________

Name of potential respondent’s Principal Broker (if applicable): ___________________________

Phone #:___________________________________         Fax #: ______________________________

Concerns that the complainant would like to address with the GTR Ombudsman_________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

* All information on this form is confidential. The Greater Tampa REALTORS® will destroy this form and any other documents and materials pertaining to this matter at the conclusion of the ombudsman services.
“Hello, my name is ___________________________________________________;

I am an ombudsman with the Greater Tampa REALTORS® and I understand that you have concerns regarding a member of the Association. As an ombudsman, I am available to answer questions about your situation and concerns. I cannot give legal advice. This process is completely confidential. If you would like to share your concerns with me. I will attempt to resolve misunderstandings and disagreements. Would you like to share your concerns with me at this time? Get a yes or no in order to proceed.

Before we proceed, please understand I cannot make “decisions” in your situation, but I can provide you with some assistance in an effort to resolve your issue. After you share your concerns with me, I might be able to suggest some possible avenues or options to resolve the situation. While I will be likely communicating with the other party(s), it is not my place to refer the complaint back to the association or any regulatory agency, including the state licensing authorities. The only exception is when a possible violation of the public trust appears to have occurred.

Before we proceed, I need to make sure you understand that all communications that you make to me or Association staff, whether written or oral are confidential. Before I can communicate your concerns with the Realtor you have contacted the association about, I’ll need your verbal approval to relay those concerns. Upon conclusion of these services I will be destroying my notes and any paperwork and I will only be communicating with staff of the Association whether we have resolved the situation or not. Get a yes or no to proceed.

While I certainly hope we are successful in resolving your concerns, it is our association’s policy that that staff or myself cannot be called as a witness as part of any future ethics complaint by the complainant or respondent in this matter if we don’t reach a resolution. Is that understood? Get a yes or no to proceed.

VIOLATION OF THE PUBLIC TRUST DEFINITION

A potential violation of the public trust is “demonstrated misappropriation of client or customer funds or property, willful discrimination, or fraud resulting in economic harm.”

Date Complainant Contacted: __________________________

Complainant’s concerns:

__________________________________________________________________________________________

Ascertain complainant’s desired outcome (for example, is the complainant seeking revocation of license, sanctions, apology, money, etc.) and if they desire direct contact by the respondent.

__________________________________________________________________________________________

Concerns that the complainant would like to address with the GTR Ombudsman __________________________
Contacting a REALTOR® Respondent:

The Principal or Managing Broker will be the first contact if the respondent is not a Principal Broker, in order to explain the nature of your call and to determine the best way to proceed. If REALTOR® respondent is called, explain who you are and communicate the complainant’s concerns and desired outcome. Determine if REALTOR® respondent is willing to call complainant to try to resolve. If so, give them their name and phone number if Complainant has authorized release of that information.

Date contacted: _________________________

☐ Complainant has given permission to have REALTOR® Respondent contact directly.

☐ Complainant DOES NOT want REALTOR® Respondent to contact them directly.

☐ REALTOR® respondent WILL contact complainant.

☐ REALTOR® respondent WILL NOT contact complainant.

Contact complainant to communicate REALTOR® respondent’s response.

Date contacted: __________________________

If REALTOR® respondent is to contact complainant or other action is required by respondent, follow up with complainant in approximately one week to determine if matter has been resolved.

Date contacted: __________________________

Complete Confidential Ombudsman Report and send to GTR

Destroy this worksheet/log
Follow up with GTR within 2 days via phone 813.879.7010 or email Info@GTR.net

Name of Ombudsman: ________________________________________________________________

Parties:

Complainant: ________________________________________________________________

Respondent: ________________________________________________________________

☐ No resolution was reached through ombudsman services; please send complainant an ethics complaint packet.
☐ No resolution was reached and no further action is required.
☐ Complaint has been resolved to the complainant’s satisfaction.

General category(s) complaint was about:

___ Repairs
___ Would not present contract
___ No copies of documents
___ Lack of communication
___ Advertising
___ Inspection reports
___ Affiliation disclosures
___ Earnest money
___ Property Condition
___ Contract
___ Agency
___ Procuring cause
___ Discrimination
___ Unauthorized practice of law
___ Inter-Office dispute
___ Other (please specify) ________________________________________________________________

Please destroy all records including the ombudsman worksheet log received from GTR. (This action ensures that the parties are afforded confidentiality.) * All information on this form is confidential. The Greater Tampa REALTORS® will destroy this form and any other documents and materials pertaining to this matter at the conclusion of the ombudsman services.
This document is an online form available on the Association’s website for the
consumer to complete and email to the Association.
Staff will forward this form along with Ombudsman worksheet/log to the Ombudsman.

Ombudsman Request

Date: _____________________________________

Name of Complainant: ___________________________

Firm (if any):_____________________________________

Address: _________________________________________

Preferred Phone for contact: _______________________

Best time to contact you: __________________________

Email: ___________________________________________

Role in Transaction: ___________________________ (buyer, seller, agent, broker)

Subject property (if any) ______________________________

Name of Respondent: ______________________________

Firm: ___________________________________________

Address: _________________________________________

Phone: __________________________ Email: __________________________

Role in Transaction: ___________________________ (listing agent, selling agent, broker)

What issue would you like the Ombudsman to resolve? *(Attach additional form in necessary)

___________________________________________________________________________

___________________________________________________________________________

___________________________________________________________________________

* All information on this form is confidential. The Greater Tampa REALTORS® will destroy this form and any other documents and materials
pertaining to this matter at the conclusion of the ombudsman services
This document was created for the Greater Tampa REALTORS® utilizing information provided from various local and state associations including Florida REALTORS® and the National Association of REALTORS®.