



### **What qualifications does an Ombudsperson have?**

Ombudspersons are trained in International Ombudsman Association's principles and standards of practice. They are knowledgeable of NAR's Code of Ethics, state real estate rules and regulations, and current real estate practices. In addition, they are familiar with professional standards processes and other avenues for resolving concerns.

### **What will the Ombudsperson do?**

They will explore options, approaches, and available resources to resolve disputes, offering coaching and informal third-party intervention and facilitation behind the scenes. They will also serve as an advocate for the advancement of real estate professional standards, and fair treatment.

### **What will the Ombudsperson not do?**

They will not conduct investigations or participate in formal processes, nor will they draw conclusions about the merits of concern. They will not give advice, make recommendations, or impose a solution.

## **Ombuds Q&A**

### **What are the advantages of calling the Ombudsperson?**

Services are provided at no cost and offer the timely resolution of conflicts. Your issues will be addressed in a timely fashion and in a less adversarial manner than formal processes. Plus, all parties maintain control of resolution approaches and outcomes.

### **What types of concerns will the Ombudsperson address?**

Your ombudsperson will address general real estate and transactional questions, potentially unethical conduct, commission disputes, and disagreements or communication issues related to a real state transaction.



## Contact

**Do you have a question or concern about a real estate transaction?**

Contact the Vermont Association of Realtors®

(802) 229-0513  
kathy@vermontrealtors.com

Learn more at  
[www.vermontrealtors.com/ombuds](http://www.vermontrealtors.com/ombuds)

## Ombuds Principles

### **Confidentiality**

Identities and communications are confidential. No case notes or formal records

### **Impartiality**

Ensure a fair and equitable process and will not take sides in a dispute

### **Informality**

Communication and conciliation rather than a formal adjudication process.

### **Independence**

Exercise complete autonomy in conducting Ombudspersons responsibilities



## Ombuds Program

