



Nebraska REALTORS® Association

800 S. 13th St, Suite 200

Lincoln, NE 68508

STATEWIDE PROFESSIONAL STANDARDS AGREEMENT

1. **AUTHORITY:** The authority for the establishment and utilization of Statewide Professional Standards Enforcement Procedures shall be established by this Agreement, approved by the Board of Directors of the Nebraska REALTORS® Association and the Boards of REALTORS®, and confirmed by approval of the general membership at a duly called meeting with notice as required by the Boards' Bylaws.

2. **GEOGRAPHIC AREA:** ~~The geographic area served by this Agreement shall be the state of Nebraska.~~ The geographic area served by this Agreement shall be the state of Nebraska and the area of the combined territorial jurisdiction assigned by the NATIONAL ASSOCIATION OF REALTORS® to the Boards which are signatories to this Agreement.

3. **PURPOSE:** ~~The purpose of this Agreement is to create statewide professional standards enforcement procedures providing for the establishment of a joint Grievance Committee, Professional Standards Committee, and an Appeal Panel comprising members from each Signatory Board for enforcement of member policies and the Code of Ethics, the conduct of arbitration hearings, involving members of the signatory Boards to ensure impartial and unbiased Hearing Panels for the conduct of hearing on a basis designed to provide this service and meet the responsibilities of the signatory Boards on an efficient and effective basis to better serve their members.~~

The purpose of this Agreement is to create multi-Board (or regional) professional standards enforcement procedures providing for the appointment of Mediation Officers and the establishment of a joint Grievance Committee, Professional Standards Committee, and an Appeal Panel comprising members from each signatory Board for enforcement of the Code of Ethics, including the mediation of disputes and the conduct of arbitration hearings, involving members of the signatory Boards to ensure impartial and unbiased Hearing Panels for the conduct of hearings on a basis designed to provide this service and meet the responsibilities of the signatory Boards on an efficient and effective basis to better serve their members.

4. **COMPOSITION OF TRIBUNALS:**

- A. ~~This Agreement authorizes the establishment of a Statewide Grievance Committee. The Grievance Committee shall be composed of at least three (3) members in good standing from each Signatory (unless otherwise stated). Board /Association appointed by the Presidents of the respective Boards, subject to confirmation by the respective Board/Association's Board of Directors, provided that the Presidents shall have the power to appoint, on a timely basis, and without necessity of confirmation by the Board of Directors, a substitute member to the Committee for any member from their respective Boards who may be unable to serve for any reason. Grievance panel Chairpersons will be selected based on their experience and compliance with the training requirements. Training is mandatory for the members of the Statewide Grievance Committee with training completed within one year of their appointment. Members who have not completed the training within the one-year time frame shall be removed from the Committee.~~

This Agreement authorizes the establishment of a multi-Board (or regional) Grievance Committee. The Grievance Committee shall be composed of at least one (3) member in good standing of each signatory Board (unless otherwise stated).

Members of the Grievance Committee from each signatory Board shall be appointed by the Presidents of the respective Boards, subject to confirmation by the respective Boards of Directors, provided that the Presidents shall have the power to appoint, on a timely basis, and without necessity of confirmation by the Boards of Directors, a substitute member to the Committee for any member from their respective Boards who may be unable to serve for any reason. The Grievance Committee shall select its own Chairperson (or, alternatively, the Grievance Committee Chairperson shall be selected from members of the Grievance Committee by a majority vote of the Presidents of the Boards which are signatories to this Agreement).

NOTE: There must be at least three (3) individuals serving on the multi-Board Grievance Committee, and it is desirable that the number be greater to provide an adequate number of members to handle the anticipated case load without undue stress.

- B. ~~This Agreement authorizes the establishment of a Statewide Professional Standards Committee. The Professional Standards Committee shall be composed of at least three (3) members in good standing from each signatory Board/Association. The members of the Professional Standards Committee shall be appointed by the Presidents of the respective Boards/Associations, subject to confirmation by the respective Board/Association's Board of Directors, provided that the Presidents shall have the power to appoint, on a timely basis, and without necessity of confirmation by the Board of Directors, a substitute member to the Committee for any member from their respective Board/Association who may be unable to serve for any reason. Professional Standards panel Chairpersons will be selected based on their experience and compliance with the training requirements. Training is mandatory for the members of the Statewide Professional Standards Committee with training completed within one year of their appointment. Members who have not completed the training within the one-year time frame shall be removed from the Committee.~~ This Agreement also authorizes the establishment of a Statewide Professional Standards Committee. The Professional Standards Committee shall be composed of at least three (3) members in good standing from each signatory Board (unless otherwise stated).

The members of the Professional Standards Committee shall be appointed by the Presidents of the respective Boards, subject to confirmation by the respective Boards of Directors, provided that the Presidents shall have the power to appoint, on a timely basis, and without necessity of confirmation by the Boards of Directors, a substitute member to the Committee for any member from their respective Boards who may be disqualified for any valid reason from hearing a particular matter. The Professional Standards Committee shall select its own Chairperson (or, alternatively, the Chairperson shall be selected from members of the Professional Standards Committee by a majority vote of the Presidents of the Boards which are signatories to this Agreement).

NOTE: There shall be at least nine (9) members of the **Statewide** Professional Standards Committee, and more, if feasible, to handle the anticipated case load without undue stress.

- C. Members of the Grievance Committee and the Professional Standards Committee shall be appointed initially in terms of one (1), two (2), and three (3) years (one-third for each term). New appointments shall be made for three (3) year terms as each term expires. Members of the committees shall be eligible for reappointment.
- D. This Agreement also authorizes the appointment of a panel of Mediation Officers to include at least one (1) such Mediation Officer from each signatory Board as deemed necessary. Although utilization of the service of mediation shall be voluntary, unless REALTORS® (principals) are required by their Board which is a signatory to this agreement to mediate otherwise arbitrable disputes pursuant to Article 17,* and although the process is not defined as a tribunal, all parties to any requested arbitration shall be provided the opportunity to mediate a dispute arising out of a real estate transaction and their relationship as REALTORS® prior to the arbitration of the dispute. *(Adopted 6/26)*
- E. ~~D.~~ Signatory Boards shall not be disqualified from participation under the terms of this Agreement by reason of not supplying members for the Committees as set forth in paragraph 4 A or B. However, not appointing willing and active members will result in non-compliance with the Core Standards as prescribed by the NATIONAL ASSOCIATION OF REALTORS®.

- F. ~~E~~-A hearing panel may be composed of disproportionate numbers of members from Signatory Boards/Associations.

5. **OPERATION:**

- A. Professional standards hearings and the organization and procedures incident thereto shall be governed by the Code of Ethics and Arbitration Manual of the NATIONAL ASSOCIATION OF REALTORS® as amended from time to time, and as adapted to conform to the provisions of applicable state law and the statewide system, and which is hereby agreed shall be considered as adopted and incorporated into the Bylaws of each Board/Association signatory to this Agreement. **See Exhibit A.** The Code of Ethics and Arbitration Manual is located here: <https://www.nar.realtor/code-of-ethics-and-arbitration-manual>
- B. ~~All appeals of the Grievance Committee's dismissal of an ethics complaint or arbitration request (or challenges to the classification of arbitration requests) shall be heard by two (2) members of the State Association's Executive Committee and three (3) Directors of the State Association appointed by the President.~~
Appeals of the Grievance Committee's dismissal of an ethics complaint or arbitration request (or challenges to the classification of arbitration requests) shall be heard by a panel of those members of the Committee who did not serve on the original tribunal. If panels of the Grievance Committee are not used, any appeal of the Grievance Committee's dismissal (or challenge to an arbitration request classification) shall be heard by a tribunal of five (5) members selected from the Boards of Directors of the signatory Boards to be appointed by the State Association's Board President with two (2) members of the State Association's Executive Committee and three (3) Directors of the State Association. (Adopted 6/26)
- C. Appeal is not provided from the decision of an arbitration panel established under this Agreement, except with respect to a claim by a party alleging deprivation of due process. Such a claim shall be heard by an Appeal Panel as described in section E.
- D. ~~C~~-Ethics determinations rendered by the Statewide Professional Standards Committee, where an appeal has not been filed, shall be ratified by the State Association's Executive Committee or if a quorum is not available then by five (5) Directors of the State Association appointed by the State President.
- E. ~~D~~-Appeal to an ethics determination rendered by the Statewide Professional Standards Committee shall be heard by two (2) members of the State Association's Executive Committee and three (3) Directors of the State Association appointed by the State President.
- F. ~~In matters of alleged unethical conduct, any determination rendered by a Hearing Panel of the Statewide Professional Standards Committee, and as finally determined if appealed, will be provided to the Respondent's Board of original jurisdiction for implementation.~~
In matters of alleged unethical conduct, any determination rendered by a Hearing Panel of the Statewide Professional Standards Committee that has not been appealed, or as finally determined if appealed, will be provided to the respondent's Board of original jurisdiction for implementation, as appropriate.
- G. Any fines imposed by the Statewide Professional Standards Panel will be paid to the Nebraska REALTORS® Association for operating expenses.
- H. In matters involving arbitration, any determination rendered by a hearing panel of the Statewide Professional Standards Committee will be provided to each respective party's Board/Association of original jurisdiction for informational purposes. In the event a party to an arbitration refuses to pay an award in arbitration, the Board/Association in which the award recipient holds membership shall advise the award recipient to seek judicial enforcement as set forth in **Section 56, Part Ten, and in Appendix III, Part Ten, of the Code of Ethics and Arbitration Manual**. The failure to pay an arbitration award may be considered a

violation of a membership duty and may subject the member to further disciplinary action at the discretion of the Board of Directors. In the event a party to an arbitration refuses to pay an arbitration filing fee to the State Association, the Board/Association to which the party holds membership shall employ all remedies as outlined in the Board Bylaws for non-payment of financial obligations.

- I. In the event a party fails to, within ten (10) days of the date the award is transmitted, either pay the award to the party(ies) named in the award or deposit the funds with the Professional Standards Administrator administering the arbitration consistent with Section 53, The Award, Code of Ethics and Arbitration Manual, that failure shall be brought before a tribunal of five [5] members selected from the Board of Directors of the State Association to be appointed by the Board Presidents. This tribunal, consistent with Section 53, may, at its discretion impose discipline, including but not limited to termination of Board membership and/or MLS access/use, or may give the party an additional period to make the required deposit. The tribunal may also stipulate appropriate discipline to be automatically imposed if the party fails to make the deposit within the time established by the tribunal. The decision of the tribunal shall be final and binding and is not subject to further review by the State Association or any signatory Board. *(Adopted 11/15)*
- J. ~~In~~ In the event a complainant alleges that the respondent has improperly refused to submit to arbitration, the allegation shall be brought before the State Association's Executive Committee, or, if a quorum is not available, then shall be brought before five (5) Directors of the State Association appointed by the State President. The procedures for notices, times of notices, and hearing prescribed for matters before a Hearing Panel shall apply. The sole question of fact to decide will be whether the party has refused to submit an arbitrable matter to arbitration in violation of Article 17. Upon determination that the member has refused to arbitrate a properly arbitrable matter, the State Association's Executive Committee or, if a quorum is not available five (5) Directors of the State Association appointed by the State President may direct implementation of appropriate sanction, including suspension or expulsion of the member from the local Board of REALTORS®. The decision of the State Association's Executive Committee or, if a quorum is not available five (5) Directors of the State Association appointed by the State President shall be final and binding and is not subject to further review by the State Association or any signatory Board. *(Revised 11/15)*
- K. ~~Signatory~~ Signatory Boards with available facilities will provide those facilities for hearings at no cost to the State Association.
- L. ~~The~~ The staff at the Nebraska REALTORS® Association will administer the procedures outlined in this agreement.
- M. ~~This~~ This agreement also authorizes the Nebraska REALTORS® Association to access the membership files of the signatory Board of a party to an ethics hearing to determine the severity of the sanction.
- N. ~~M.~~ Effective ~~January 2000~~ August 2026, all ethic violators with two violations within a three-year period are published in the State Association's ~~News & Notes~~ main communication method, stating their name, article violated, and sanction.
(Adopted 6/26)

Publishing the names of Code of Ethics violators

Publication Option #1:

- Publication can only occur after a second violation occurs within three (3) years.
- Ethics citation discipline may be included in the violation count if the association has affirmatively authorized publication within their citation policy.
- Publication can only be made in an official communication vehicle intended primarily for members of the Association(s) in which the violator holds (held) membership. Where the official communication vehicle is electronic or Internet-based, access must be limited to Association members.
- The name of the firm the violator is (or was) licensed with cannot be published.

- Publication must be consistent and uniform. This means that publication may not occur selectively but must be used in each instance where a second violation is determined within three (3) years.
- Other than the violator's name, the only additional information that may be published is the Article(s) violated, and the discipline imposed, except that in cases where the violator's name is similar to another member's name, the violator's license number or office address (or both) may also be published.
- At least one of the violations must be based on conduct which occurs after the adoption of the Association's publication procedures.

- O. ~~N.~~ If an arbitration settlement is achieved prior to an arbitration hearing, the State Association shall retain 50 percent of the initial filing fee if notified within 15 days prior to the hearing and return the remaining amount to the filer. The filing fee is non-refundable without at least 15 days' notice prior to the hearing.

6. RESERVATION OF RIGHTS:

- A. It is understood and agreed by the Board/Association's signatory to this cooperative Agreement that each Board/Association reserves to itself all authority, rights, and privileges as have been assigned to it by its Charter and agreement with the NATIONAL ASSOCIATION OF REALTORS®, except as voluntarily modified by this cooperative Agreement.
- B. It is further understood and agreed that any Board/Association signatory to this Agreement may withdraw from this Agreement at any time provided the withdrawing Board/Association shall provide notice to the Statewide Professional Standards Committee of the Nebraska REALTORS® Association ninety (90) days in advance of the date of withdrawal.

7. **EFFECTIVE DATE:** This Agreement shall become binding upon a Signatory Board/Association when the Board/Association has signed this Agreement and shall remain in effect unless modified as provided in paragraph four (4).

EXHIBIT A

STATEWIDE PROFESSIONAL STANDARDS SYSTEM OF THE NEBRASKA REALTORS® ASSOCIATION

Nebraska's Statewide Professional Standards System is designed to help ensure impartial and unbiased hearing panels for the Nebraska Board/Association's enforcement of the Code of Ethics and the conduct of arbitration hearings. The Bylaws of the NATIONAL ASSOCIATION OF REALTORS® states: 1) Each Member Board/Association shall adopt the Code of Ethics of the NATIONAL ASSOCIATION OF REALTORS® as a part of its governing regulations for violation of which disciplinary action may be taken and 2) Any Member Board/Association which shall neglect or refuse to maintain and enforce the Code of Ethics with respect to the business activities of its members may, after due notice and opportunity for hearing, be expelled by the Board of Directors from membership in the National Association.

Nebraska's Member Boards/Associations are all signatories to the Statewide System and provide members to serve on the Professional Standards Committee and Grievance Committee.

Professional Standards hearings and the organization and procedures incident thereto by the NRA Statewide Professional Standards System shall be governed by the **Code of Ethics and Arbitration Manual** of the NATIONAL ASSOCIATION OF REALTORS®, as amended from time to time, and as adapted to conform to the provisions of applicable state law, and which is hereby agreed shall be considered as adopted and incorporated into the Bylaws of each Board/Association signatory to the Nebraska's Statewide Professional Standards System

To ensure fair, impartial, and knowledgeable enforcement of the Code of Ethics, there must be adequately large groups of knowledgeable, trained REALTORS® from which the necessary committees and tribunals can be appointed.

Statewide Professional Standards Committee and the Statewide Grievance Committee

Geographic Area: The geographic area served by this contract shall be the state of Nebraska.

Composition: Each committee is composed of three members in good standing from each Signatory Board/Association.

Regional Professional Standards Committee and the Regional Grievance Committee

Appointment of Committee Members: Member Boards will be notified each year of vacancies which require appointments for both the Professional Standards and Grievance Committees. Committee members shall be appointed by the Presidents of the respective Boards, prior to August 1 of each year prior to the year of service, subject to confirmation by the respective Board's Board of Directors. Terms shall become effective January 1 of the next year. Members appointed to serve should be from different firms. The Presidents have the power to appoint, on a timely basis, and without the necessity of confirmation by their Board of Directors, to substitute members to the Committee for any member from their respective Boards who may be unable to serve for any reason.

Term of Service: Members of the Grievance and Professional Standards Committees were appointed initially in terms of one, two and three years (one-third for each term). New appointments are made for three-year terms as each term expires. Members of the Committees are eligible for reappointment.

Chairs: There shall be ~~one~~ four (4) chairs for the Grievance Committee. Chairs shall be appointed by the NRA President from those who are currently serving on the committees. The President should use the guidelines in the 110 C Manual Subsection 1.2, with the input of the local boards and NRA staff. Chairs of hearing panels will be selected based on the location of the complaint and experience serving on hearing panels.

Specifics to Nebraska's Statewide System

Use of Legal Counsel: NRA will contract with legal counsel on an annual basis to assist with the administration of Professional Standards procedures. Legal Counsel will attend hearings specifically when the complainant or the respondent are represented by legal counsel and/or when deemed necessary by either the Chair or the NRA CEO. Legal Counsel shall attend all arbitration hearings.

Training of Committee: Training is mandatory for the members of the Statewide Grievance and Professional Standards Committees with training completed within one year's time from their appointment and if a member hasn't completed this training they will be removed from the committee. NRA will provide training annually for members and Regional Chairs. A member may petition the Board of Directors to waive the NAR-mandated Code of Ethics training if the training has been taken within 12 months, but the member would still be required to take the Professional Standards training portion. Regional Chairs will be encouraged to facilitate training for the balance of committee members within their region. All Chairs will be furnished with a current edition of the *Code of Ethics and Arbitration Manual*.

Training of the State Association's Board of Directors: Training is mandatory for the State Association's Board of Directors with training completed within one year's time from their appointment. A member may petition the Board of Directors to waive the NAR-mandated Code of Ethics training if the training has been taken within 12 months, but the member would still be required to take the Professional Standards training portion.

Training of NRA Staff: NRA Staff will be certified to administrate the Statewide System and will be kept up to date as the need arises.

Administration of Ethic Complaints and Requests for Arbitration specific to NRA

Filing Fees: There shall be no filing fees for complainants ~~respondents~~, or signatory Boards to process alleged violations of the Code of Ethics. The filing fee for requests for arbitration is 10% of the disputed amount (with a minimum of \$100.00 and a maximum of \$500.00), which is refundable if requestor is found to be the prevailing party. If the requestor is the prevailing party, the filing fee is returned, and the non-prevailing party is responsible for payment of the fee. The panel may also determine how to distribute the filing fee based on the determination of the hearing panel relative to the arbitration award. There is a filing fee of \$250.00 for appeals of ethics decisions and procedural reviews of arbitration hearings; the filing fee is to be paid by the party requesting the appeal/review and submitted at the time of the request. The filing fee is refundable only if the party requesting the appeal/reviews prevails. If an arbitration settlement is achieved prior to an arbitration hearing, the State Association shall retain 50 percent of the initial filing fee if notified within 15 days prior to the hearing, and return the remaining amount to the filer. The filing fee is non-refundable without at least 15 days' notice prior to the hearing.

Processing Fees: The respondent will be charged a \$100.00 processing fee if found in violation of an ethics complaint, payable to the Nebraska REALTORS® Association once the hearing panel decision is ratified. (Adopted 6/26)

Arbitration Awards: In the event a party to an arbitration refuses to pay an award in arbitration, the Board in which the award recipient holds membership shall advise the award recipient to seek judicial enforcement as set forth in Section 56, Part 10, and in Appendix III, Part 10 of the *Code of Ethics and Arbitration Manual*. The failure to pay an arbitration award may be considered a violation of a membership duty and may subject the member to further disciplinary action at the discretion of the Board of Directors. In the event a party to an arbitration refuses to pay an arbitration filing fee to the State Association, the Board to which the party holds membership shall employ all remedies as outlined in the Board Bylaws for non-payment of financial obligations.

Selection of Grievance Committee Panel:

1. Upon receipt of ethics complaints and arbitration requests, NRA Staff will contact the **selected** Chair to schedule a meeting of the Grievance Committee.
2. Four additional committee members will be selected by NRA staff from different Boards, when possible.
3. Staff will then compile the materials for review and forward them to those who have agreed to serve, along with a meeting notice confirming the time and location of the meeting.
4. NRA staff will make every attempt to rotate all members on the committee.

Selection of a Professional Standards Panel:

1. Upon receipt of the Respondent's response, NRA staff will ~~mail~~ email the Panel Challenge form to the Complainant and the Respondent.
2. Upon receipt of the completed Panel Challenge forms, NRA staff will automatically eliminate those who are from the same firm involved in the complaint, if any, and eliminate those challenged if the reasons for challenge are valid.
3. NRA staff will then select a Chair and schedule a hearing date. NRA staff will then select four panelists from different Boards, when possible.
4. NRA staff will make every attempt to rotate all members on the committee.

Selection of an Appellate Review Panel:

1. Upon receipt of an appeal, NRA staff will ~~mail~~ email the Panel Challenge form to the Complainant and the Respondent.
2. Upon receipt of the completed Appellate Panel Challenge forms, NRA staff will automatically eliminate those who are from the same firm involved in the complaint, if any, and eliminate those challenged if the reasons for challenge are valid.
3. NRA staff will then notify the President (if not challenged) to schedule an appellate hearing date. The State Association President will then select 2 members of the State Association's Executive Committee and 3 members of the State Association's Board of Directors from the available list to sit on the appeals panel.

Location of Grievance Committee Meetings & Professional Standards Hearings

Grievance Committee Meetings: Grievance Committee Meetings will be held ~~within the location the complaint is generated at a location selected by the Grievance Committee Chair or~~ via Zoom ~~conference call~~.

Professional Standards Hearings: Every effort will be made to hold hearings ~~in person in the locale in which the transaction involved in the complaint took place~~ at the State Association Office. If a complainant or respondent requests that the hearing be conducted via Zoom due to a significant burden, the Panel Chair will determine whether the request can be accommodated. If a Zoom hearing is not feasible due to case requirements, every effort will be made to hold the hearing in a mutually agreed location. Where applicable, the local Board Office facilities will be utilized.

Appeals of the Grievance Committee's Decision: Any appeal of a Grievance Committee's decision shall be heard by the two (2) members of the State Association's Executive Committee and three (3) Directors of the State Association appointed by the President.

Professional Standards Ethic Hearing Panel Decision Ratification: The Decision of a Hearing Panel, after the appeal time period has expired, will be forwarded to the State Association's Executive Committee or a panel of five (5) Directors of the State Association appointed by the President for ratification. Upon ratification, the decision will be forwarded to the member's local Board for implementation of sanction (if any) and/or for incorporation into the member's file.

Appeal of Ethic Hearing Panel Decision: Any appeal of an Ethics Hearing Panel decision shall be forwarded to an appellate panel comprised of two (2) members of the State Association's Executive Committee and three (3) State Association Directors appointed by the President. The appellate panel members shall be appointed from a list of persons who have survived the conflict screening and appellate panel challenges of the parties.

Professional Standards Arbitration Hearing Panel Decision: Arbitration Hearing Panel decisions are final and do not require ratification. Decisions will be forwarded to each respective party's local Board of original jurisdiction for informational purposes. In the event a party to an arbitration refuses to pay an award the Board in which the recipient holds membership shall advise the award recipient to seek judicial enforcement as set forth in Section 56, Part 10, and in Appendix III, Part 10 of the Code of Ethics and Arbitration Manual.

Arbitration Review Panel: In the event a party to an Arbitration Hearing requests a review of a hearing due to deprivation of due process, the review will be heard by a panel of two (2) members of the State Association's Executive Committee and three (3) State Association Directors appointed by the State Association's President. The appellate panel of members shall be appointed from a list of persons who have survived the conflict screening and appellate panel challenges of the parties.

Recordings & Transcripts: Hearings are recorded via Zoom by NRA and deleted after ratification. Any other recording is prohibited. Parties wishing to obtain a copy of the recording or transcript will be charged a \$175.00 administration fee for the processing of the content, payable to the Nebraska REALTORS® Association prior to distribution. *(Adopted 6/26)*

Refusal to Submit to Arbitration ~~Other~~: In the event a complainant alleges the respondent has improperly refused to submit to arbitration, the allegation shall be heard by the State Association's Executive Committee or a panel of (5) State Association Directors appointed by the President.

Sanctions for Violations of the Code of Ethics: For violations of the Code of Ethics, sanctions shall be prescribed as outlined and authorized in the Code of Ethics Manual.

Expedited Ethics Procedures: The Statewide Professional Standards System will not provide expedited ethics procedures at this time. *(Adopted 6/26)*

Citation Policy: The Statewide Professional Standards System will refer to the most recently approved Citation Policy when a complainant or respondent opts into the Citation Program. Any citation policy cannot cite violations based on Articles or Standards of Practice other than those spelled out in the policy, cannot impose fines in excess of those in the policy, and cannot be utilized more frequently than provided for in the policy. *(Adopted 6/26)*

Mediation Policy: The Nebraska REALTORS® Association provides a voluntary Mediation service for members who wish to resolve business disputes amicably and efficiently. The Statewide Professional Standards System will refer to the most recently approved Mediation Policy when a Mediation Request Form is received. The association does not require REALTORS® (principals) to mediate otherwise arbitrable matters, but must offer mediation if an arbitration request is filed either prior to or after review by the Grievance Committee. Each party pays a non-refundable \$50.00 fee to the Nebraska REALTORS® Association for the mediation service.

The parties to mediation should be aware that they may withdraw from the process at any point prior to reaching an agreement. Any offers of settlement that were not accepted or any suggested resolution proposed by the Mediation Officer that was not accepted will not be introduced as evidence nor considered in any manner should the matter require arbitration by the Professional Standards Committee. However, if the parties agree to a settlement of the dispute, and the settlement has been reduced to writing and has been signed by all of the parties, the matter is deemed resolved and cannot be the subject of a subsequent arbitration hearing. In the event either of the parties later fails to abide by the terms of the settlement, the matter may not be arbitrated; instead, the other party should be encouraged to have the settlement agreement judicially enforced by a court of competent jurisdiction. *(Adopted 6/26)*

Travel Reimbursement: Professional Standards Panel members who are appointed to serve on a hearing panel may be eligible for limited travel reimbursement. Panel members whose primary residence or office is three (3) or more hours or 180 miles or more from Lincoln, Nebraska, (or the hearing location) may request mileage reimbursement at the current government standard mileage rate for travel to and from the State Association Office (or hearing location), where hearings are held. Discounted hotel rates are available for panel members at the Graduate Lincoln and the Cornhusker Marriott; however, lodging expenses are the responsibility of the panel member and are not reimbursable. Reimbursement requests must be submitted using the association's standard expense reimbursement form, and a map of the mileage must be included. To begin January 1, 2027. *(Adopted 6/26)*

Additional Policies & Procedures: For any policies or procedures that are not listed in the above agreement or Exhibit A, the Statewide Professional Standards System will refer to the most recently approved CEAM Board/Association Action Document. This document will be updated every three (3) to five (5) years per the NATIONAL ASSOCIATION OF REALTORS® recommendation, and any time there is an approved policy change made by the Nebraska REALTORS® Association or a required change made by the NATIONAL ASSOCIATION OF REALTORS®. *(Adopted 6/26)*

Attested By

_____	_____
Type/Print Local Board President's Name	Local Board President's Signature
_____	_____
Board of REALTORS®	Date
_____	_____
Type/Print State Association President/Chief Executive Officer	State Association President/Chief Executive Officer Signature
_____	_____
Nebraska REALTORS® Association	Date

(Revised June 30, 2026)
NOTE: The original Agreement and all subsequent changes shall be filed with the Nebraska REALTORS® Association.