

We Can Help!

The Ombudsman is here for you

Many difficulties between real estate professionals and the public result from misunderstanding, miscommunication or lack of adequate communication. When these difficulties arise, it is recommended that individual's first talk with the principal broker in the firm, but if not satisfied, contact the local Association of REALTORS®. Before an



Joe Newton

individual files an ethics or arbitration complaint, they are advised to consider the services of the Association's Ombudsman, Joe Newton.

The Ombudsman is a neutral party who can confidentially, neutrally and independently prevent or resolve problems, conflicts or issues that arise during the course of a real estate transaction, whether between REALTOR® professionals or with a member

of the public. The Ombudsman can field and respond to a wide variety of inquiries and complaints, including general questions about real estate practice transaction details, ethical practice and enforcement procedures.

Ombudsman services are provided to our Realtors® and their customers and clients as a member benefit at no additional cost.

For further information regarding Mediation Services, filing an Ethics or Arbitration Complaint, please contact Joe Newton directly at 661.303.8275.

Documents for Download

- [Ombudsman Procedures \(Brochure\)](#)
 - [Ethics Complaint \(Password Protected\)](#)
 - [Ethics Complaint - Sample](#)
 - [Arbitration Complaint - Client \(Password Protected\)](#)
 - [Arbitration Complaint - Client Sample](#)
 - [Arbitration Complaint - Member \(Password Protected\)](#)
 - [Arbitration Complaint - Member Sample](#)
 - [California Code of Ethics and Arbitration Manual](#)
 - [Code of Ethics](#)
- [Click here for more information from C.A.R.](#)

