

Guidelines - Informal Arbitration Hearings

Informal hearings are held with a view to resolving commission disputes, thus avoiding a formal hearing.

1. The parties agree to an informal Arbitration and complete Consent to Arbitration (provided by RAE) and provide \$250 deposit.
2. The panel adjudicating an informal hearing is comprised of three members from the Arbitration and Professional Standards Committee. An Industry Standards & Practice staff member acts as liaison.
3. An informal hearing is held in an informal setting at the Association offices.
4. The parties to the dispute and the panelist are introduced.
5. The panel members do not review any material prior to the informal hearing.
6. The informal procedure is explained, as follows:
 - Members agree to be bound by the panel's decision
 - there is no right to appeal
 - Brokers/Associates are encouraged to resolve the dispute during the informal hearing
 - if at any point during the hearing ethics become involved, the hearing ends and the matter is referred to the review panel of the Arbitration & Professional Standards Committee
7. The claimant states their position first.
8. The respondents are heard next.
9. Upon completion of the position statements the hearing is open for questioning.
10. Brokers are given an opportunity to solve the situation.
11. If no resolution, the panelists leave the room to make a decision which is then presented to the disputing parties.
12. The informal hearing is adjourned.