

# ombudsman AN OUNCE OF PREVENTION



The ORRA Ombudsman Program works to resolve disputes in progress between consumers and REALTORS® and between association members. Since the program's inception in June 2015, ombudsmen have responded to 74 requests for help.



A primary objective of the ombudsman program is to prevent disputes from escalating into a formal REALTOR® Code of Ethics grievance. Each ombudsman assignment that is successfully resolved is one less potential ethics case.

	2017	2016
Ombudsman assignments	22	18
COE cases	35	31

## Ombudsman By the Numbers

### Number of complaints assigned to an ombudsman

2017	2016
22	18

### Number of complainants who stated they would further pursue an ethics complaint

2017	2016
3	2

### Number of issues resolved to complainant's satisfaction

2017	2016
86%   19	89%   16



## Common Ombudsman Issue Categories

### 2017

- Lack of communication
- Multiple offer
- Aggregator website
- Listing contract
- Repairs

### 2016

- Lack of communication
- Property management
- Contract presentation
- REO
- Escrow