

Ombudsman Definition

The Ombudsman Program in its simplest definition is informal telephone mediation. In some cases it can address and solve minor complaints from the public. It can also solve inter-REALTOR® conflicts before they become serious problems. Like a mediator, an ombudsman helps parties find solutions.

The term REALTOR® is a registered collective membership mark which may only be used by real estate professionals who are members of the National Association of REALTORS® and who subscribe to its strict Code of Ethics.

For more information on this program, or to ask to be contacted by an Ombudsman, contact RASE Director of Dispute Resolutions at 605-334-4752.



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How can an Ombudsman Help You?



REALTOR® Association of the
Sioux Empire, Inc.

Tel: 605-334-4752



Ombudsman is an unbiased third party to help find a resolution.



RASE Ombudsman Program

Ombudsman Procedures adopted by the REALTOR® Association of the Sioux Empire (RASE) are intended to provide enhanced communications and initial problem-solving capacity to the professional standards process. RASE is charged with the responsibility of receiving and resolving ethics complaints, and hearing arbitration disputes filed against its' members. An Ombudsman can respond to general questions regarding real estate practices, transaction details, ethical practices and enforcement issues.

WHEN TO ASK FOR AN OMBUDSMAN

Many complaints do not expressly allege violations of specific articles of the REALTOR® Code of Ethics and may not concern conduct related to the Code. Some complaints are transactional, technical, and procedural questions that can be readily responded to. Some complaints are due strictly to lack of communication. These types of issues may be appropriate for the Ombudsman program.

WHAT ARE REALTOR® OMBUDSMAN BENEFITS?

You can receive non-judgmental real estate related information in a timely manner and at no cost.

WHAT THE OMBUDSMAN WILL NOT DO?

- Adjudicate/make the final decision;
- Give legal advice;
- Determine who is right or wrong;
- Disclose communications – Process is CONFIDENTIAL;
- Make any written record of discussions and/or agreements.

WHO ARE THE OMBUDSMAN?

- REALTORS® appointed to be Ombudsman must:
- Meet criteria for extensive real estate experience and/or additional qualifications as determined by the RASE Board of Directors;
- Demonstrate objectivity;

- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

HOW DOES THE OMBUDSMAN PROCESS WORK?

- The RASE Professional Standards Administrator and/or the Chief Executive Officer will assemble information to be sent to the RASE Ombudsman via e-mail. This information may include:
- Name, phone number and role of the complainant (that is, buyer, seller, broker, etc.)
- Name, phone number and role of the respondent (that is, broker, principle broker, etc.)
- If the respondent is a broker, the name of principal broker and/or managing broker.

The RASE Ombudsman will make all necessary contacts in an attempt to resolve the complaint. If the Ombudsman efforts are effective, there is no further action necessary. If the efforts are not successful in resolving the Complainant's issues, the Ombudsman will advise the Complainant about the next step(s) in the complaint process.

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