

Professional Standards Activity Report: *Fourth Quarter 2024*

| | Q1 | | Q2 | | Q3 | | Q4 | | Annual Total | |
|--|----------------|------------------------|----------------|------------------------|----------------|------------------------|----------------|------------------------|----------------|------------------------|
| Ethics | | | | | | | | | | |
| Number of Ombudsman Requests | 0 | | 0 | | 0 | | 0 | | 0 | |
| Number of Ombudsman Resolutions | 0 | | 0 | | 0 | | 0 | | 0 | |
| Number of Ombudsman cases: complaint subsequently filed | 0 | | 0 | | 0 | | 0 | | 0 | |
| Number of Ethics Complaints Received | 32 | | 38 | | 18 | | 26 | | 116 | |
| Number Dismissed by Grievance Review Panel (GRP) | 16 | | 20 | | 7 | | 11 | | 54 | |
| Number of Ethics Cases Withdrawn Before GRP | 1 | | 1 | | 0 | | 0 | | 2 | |
| Number of Ethics Case Withdrawn After GRP | 0 | | 0 | | 2 | | 1 | | 3 | |
| Number of Ethics Hearings held | 2 | | 14 | | 8 | | 6 | | 30 | |
| Number of Complaints Dismissed for failure of Complainant to Appear at Hearing | 0 | | 0 | | 0 | | 1 | | 1 | |
| | | | | | | | | | | |
| Number of times each Article was: | Alleged | Violation Found | Alleged | Violation Found | Alleged | Violation Found | Alleged | Violation Found | Alleged | Violation Found |
| Article 1 | 3 | 2 | 7 | 1 | 4 | 1 | 3 | 1 | 17 | 5 |
| Article 2 | 6 | 1 | 1 | 1 | | 2 | 3 | | 10 | 4 |
| Article 3 | 2 | | 6 | 2 | 2 | 4 | 5 | 1 | 15 | 7 |
| Article 4 | | | | | 1 | | 1 | | 2 | |
| Article 5 | | | | | | | | | 0 | |
| Article 6 | | | | | | | | | 0 | |
| Article 7 | | | | | | | | | 0 | |
| Article 8 | | | | | | | | | 0 | |
| Article 9 | | | 2 | | | | 3 | 1 | 5 | 1 |
| Article 10 | | | | | | | | | 0 | |
| Article 11 | | | 1 | | | | | | 1 | |
| Article 12 | 3 | | 4 | 1 | | 4 | 1 | 1 | 8 | 6 |
| Article 13 | | | | | | | | | | |
| Article 14 | | | | | | | | | | |
| Article 15 | 2 | | 1 | 1 | | | 3 | | 6 | 1 |
| Article 16 | 5 | 1 | 1 | 1 | | 1 | | | 6 | 3 |
| Article 17 | | | | | | | | | | |
| Membership Duties Minnesota REALTORS® Bylaws | | | | | | | | | | |

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| | Q1 | Q2 | Q3 | Q4 | Annual Total |
|--|----------|-----------|-------------------------------------|----------|--------------|
| Ethics | | | | | |
| Number of Pre-Hearing Meetings | 0 | 0 | 1 | 0 | 1 |
| Request granted; case dismissed | 0 | 0 | Dismissed 1 out of 3 Respondents | 0 | 1 |
| Request denied: hearing | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Number of cases R found in violation & discipline was imposed | 3 | 7 | 5 | 4 | 19 |
| Letters of warning issued | 0 | 0 | 0 | 2 | 2 |
| Letters of reprimand issued | 2 | 8 | 6 | 1 | 17 |
| Fines issued (range \$250-\$15,000) | 1 | 4 | 6 | 2 | 13 |
| CE required (range 3 - 20 hours) | 1 | 5 | 6 | 3 | 15 |
| Referral to DOC | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Citations Issued | 2 | 5 | 5 | 2 | 14 |
| Number of Hearings Requested | 0 | 2 | 2 | 1 | 5 |
| Number of Citations Accepted | 2 | 3 | 3 | 1 | 9 |
| | | | | | |
| Number of GRP Appeals | 0 | 5 | 1 | 4 | 10 |
| Number upheld | 0 | 4 | 1 | 3 | 8 |
| Number overturned | 0 | 0 | 0 | 0 | 0 |
| Number partially upheld/overturned | 0 | 1 | 0 | 1 | 2 |
| | | | | | |
| Number of Ratifications of HP decision/recommendations | 0 | 13 | 10 | 3 | 26 |
| Number of Decisions Not Ratified upon review | 0 | 0 | 0 | 0 | 0 |
| Procedural Deficiency-Referred to new HP | 0 | 0 | 0 | 0 | 0 |
| Sanction modified or referred back to HP | 0 | 0 | 0 | 0 | 0 |
| Findings of Fact do not support a violation - case dismissed | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Number of Hearing Panel Appeals Held | 0 | 0 | 0 | 0 | 0 |
| Number upheld | 0 | 0 | 0 | 0 | 0 |
| Number overturned | 0 | 0 | 0 | 0 | 0 |
| Number partially upheld/overturned | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| | | | | | |

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|--|----------|----------|----------|----------|--------------|
| Arbitration | | | | | |
| Number of Arbitration requests received | 3 | 2 | 1 | 4 | 10 |
| Number Dismissed without hearing | 1 | 1 | 0 | 0 | 2 |
| Voluntary Arbitration was Declined by Respondent | 1 | 0 | 0 | 0 | 1 |
| Outside Settlement Achieved prior to Hearing | 1 | 0 | 0 | 0 | 1 |
| Number of Arbitration Hearings | 0 | 0 | 0 | 1 | 1 |
| Number of full awards | 0 | 1 | 1 | 0 | 2 |
| Number of split awards | 0 | 0 | 0 | 0 | 0 |
| Number of hearings with no award | 0 | 0 | 0 | 0 | 0 |
| Award Range (range \$481.25- \$7348.51) | 0 | 997.5 | 0 | 0 | 997.5 |
| Still Pending | 0 | 0 | 0 | 4 | 4 |
| | | | | | |
| Number of Mediations | 0 | 0 | 0 | 0 | 0 |
| Number of successful mediations | 0 | 0 | 0 | 0 | 0 |
| Number of unsuccessful mediations | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Number of Greivance Review Appeals | 0 | 1 | 0 | 0 | 1 |
| Number upheld | 0 | 1 | 0 | 0 | 1 |
| Number overturned | 0 | 0 | 0 | 0 | 0 |
| Number partialy upheld/overturned | 0 | 0 | 0 | 0 | 0 |
| | | | | | |
| Number of Pre-Hearings | 0 | 0 | 0 | 1 | 1 |
| Number upheld | 0 | 0 | 0 | 0 | 0 |
| Number overturned | 0 | 0 | 0 | 0 | 0 |
| Number partialy upheld/overturned | 0 | 0 | 0 | 1 | 1 |
| | | | | | |
| Number of Procedural Reviews | 0 | 0 | 0 | 0 | 0 |
| Number upheld | 0 | 0 | 0 | 0 | 0 |
| Number overturned | 0 | 0 | 0 | 0 | 0 |
| If overturned, Number with New Hearing | n/a | n/a | n/a | n/a | 0 |
| If overturned, Number Released | n/a | n/a | n/a | n/a | 0 |