

# GPR OMBUDSMAN PROGRAM



## OMBUDSMAN PROCEDURES

When an intake form is received or a telephone request is made for ombudsman services, the Professional Standards Manager or other designated staff will screen the initial complaint. Information about the program and the Ombudsman Intake Form will be available on the Associations' respective websites with contact information for the staff representative at the Association. Upon receipt of a request, staff will gather basic background information on the dispute.

If staff determines that the dispute is within the guidelines of the Ombudsman Program, the complaint will be forwarded to an appropriate ombudsman. Staff will email to the ombudsman the following: Ombudsman Intake Form and the Ombudsman Worksheet/Log with any introductory information staff has already collected.

### **The assigned Ombudsman must then:**

1. Acknowledge receipt of the complaint via email within 24 hours.
2. Call the complainant within two business days of receiving the complaint. If the complainant cannot be reached after three attempts, the Ombudsman will close the file.
3. For the initial call with the Complainant, you should use the Ombudsman Script Complainant - Long Form or Short Form as you choose.
4. The Ombudsman shall not put anything in writing to the parties by e-mail or fax. All communications shall be verbal.
5. When contacting the Realtor® respondent, the Ombudsman should use the Respondent Script.
6. Ombudsman will continue conversations with both parties if necessary until a resolution is reached, however the process shall not exceed ten (10) days. If the parties are unable to come to a resolution, the ombudsman will notify the Association and cease communication with the parties.
7. The Ombudsman must notify staff within two days of closing the file and provide the Ombudsman Report via email or fax.
8. Upon notification to staff, the Ombudsman must destroy all materials within two days.