

MEDIATION PROCESS	
NAR Code of Ethics and Arbitration Manual	
Step #	Process Step
1	Introduction to Mediation: Professional Standards Administrator (PSA) and/or the Mediators discuss mediation option during initial phone inquiries or at various phases of the arbitration and/or ethics complaint processes.
2	Initiating a Mediation Request: Requester submits to PSA a Request for Mediation (with all supporting documentation), an Agreement to Mediate, and a mediation filing fee (\$150 for members of public and \$100 for REALTOR® members). Notice of Request for Mediation is sent to Respondent, inviting him/her to participate in the Mediation process. Notice of Right to challenge Mediators is sent to both parties.
3	Decision by Respondent: Respondent decides whether to agree to mediation process.
3a	Respondent Accepts Request for Mediation: Respondent signs the Agreement to Mediate form and returns to PSA with his/her mediation filing fee. Respondent's Agreement to Mediate and supporting documentation is sent to Requester.
3b	Respondent declines the Request for Mediation: Mediation filing fee is returned to Requester and case is closed. Records destroyed one year after case closes.
4	Selection of Mediator(s): A Mediator is selected from unchallenged names, and the case documentation is forwarded to the Mediator.
5	Scheduling of Mediation Conference: A mutually acceptable time and location for the mediation conference is established with the parties and the Mediator(s). Notice of the Selection of Mediator(s) and Notice of Mediation Session is sent to the parties and the Mediators (minimally 10 days' advance notice unless otherwise agreed to by the parties
6	Mediation Conference Held
6a	Mediation Agreement Reached: Originally signed Mediation Resolution Agreement is forwarded to PSA by Mediator; both parties receive a copy of the Resolution Agreement. Case is closed, and records are destroyed one year after the case closes.
6b	No Mediation Agreement Executed: If parties are at an impasse, Mediator may decide to recommend an equitable solution (either verbally or in writing). A time frame for responses from the parties is established (preferably within 48 hours) .
7	Decision by Parties whether to accept recommended solution
7a	Both parties accept recommended solution (return to Step 6a)
7b	One or both parties decline recommended solution. Termination of Mediation Conference form is sent to PSA by Mediator. Case is closed, and records are destroyed one year after the case closes.
	The NAR Code of Ethics and Arbitration Manual is the source material for the Ethics Complaint Flow Chart and Process Matrix. This checklist should not be used as the official authority regarding the process.
	Updated: 5/12/09