

Thank you for your inquiry regarding the KAR Ombudsman Service.

### **WHAT IS AN OMBUDSMAN?**

The purpose of the Ombudsman is to provide a knowledgeable, informed contact when REALTOR® members or members of the public have real estate related questions that have not been addressed by an individual broker.

The role of the Ombudsman is to identify and attempt to facilitate a resolution of misunderstandings and/or disagreements before matters evolve into a formal complaint. The role of ombudsman is primarily communication and conciliation via telephone.

### **HOW DO I ASK FOR AN OMBUDSMAN?**

If you want to be contacted by an Ombudsman, complete the **Ombudsman Request Form** that is attached. KAR Staff will send this information to the ombudsman electronically and they will attempt to call you within 48 hours.

### **WHAT ARE REALTOR® OMBUDSMAN BENEFITS?**

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

### **WHAT THE OMBUDSMEN 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 OMBUDSMEN?**

REALTORS® appointed to be Ombudsmen must:

- Meet criteria for extensive real estate experience and/or additional qualifications
- Demonstrate objectivity;
- Participate in a training program; and
- Possess extensive knowledge of the REALTOR® Code of Ethics, license law and best practices.

### **WHAT IS NEXT?**

The 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.

# Ombudsman Request

STAFF WILL FORWARD THIS FORM TO THE OMBUDSMAN

Date: \_\_\_\_\_

Name of Complainant: \_\_\_\_\_

Firm (if any): \_\_\_\_\_

Address: \_\_\_\_\_

Preferred Phone for contact: \_\_\_\_\_

Best time to contact you: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_  
(buyer, seller, agent, broker)

Address of property (if any) \_\_\_\_\_

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Name of Respondent: \_\_\_\_\_

Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Role in Transaction: \_\_\_\_\_  
(listing agent, selling agent, broker)

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What issue would you like the Ombudsman to resolve? \*  
(Attach additional sheets if necessary)

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**Return to: Kentucky Association of REALTORS®, e-mail to Julie Johnson  
(jjohnson@kar.com)**

**\* All information on this form is confidential. The Kentucky Association of REALTORS® will destroy this form and any other documents and materials pertaining to this matter at the conclusion of the ombudsman services.**