

## Professional Standards

One of the things separating REALTORS® from other real estate agents is their adherence to the REALTOR® [Code of Ethics](#). This code ensures consumers that, when they are dealing with a REALTOR®, they will be treated fairly and professionally.

However, from time to time a disagreement comes up between a home buyer or seller and his or her REALTOR®. Most of these differences can be resolved with good communication and understanding between the two parties. But when a resolution cannot be found the easy way, the Code of Ethics and the [professional standards process](#) provides an outlet for consumers who feel they were treated unfairly by their REALTOR®

### Before You File an Ethics Complaint

Please read the **Professional Standards Process** before you file an Ethics Complaint. [Click here](#).

### How to File an Ethics Complaint

If you choose to file an Ethics Complaint, please fill out the **Ethics Complaint Form (Form #E-1)** [Click here](#).

and return to:

Quincy Association of REALTORS®  
Jay Walton, Chief Executive Officer  
1535 Broadway  
Quincy, Illinois 62301