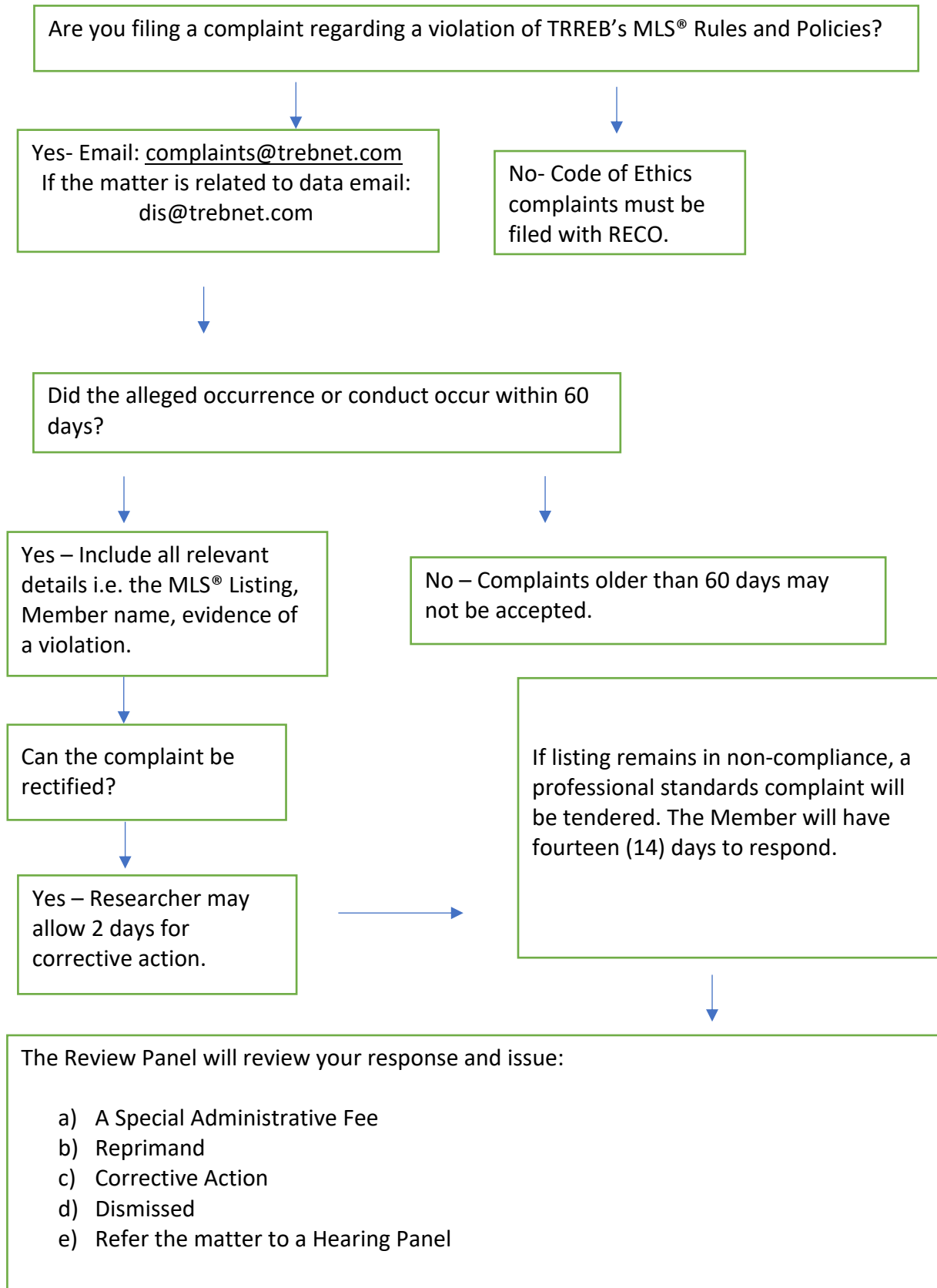


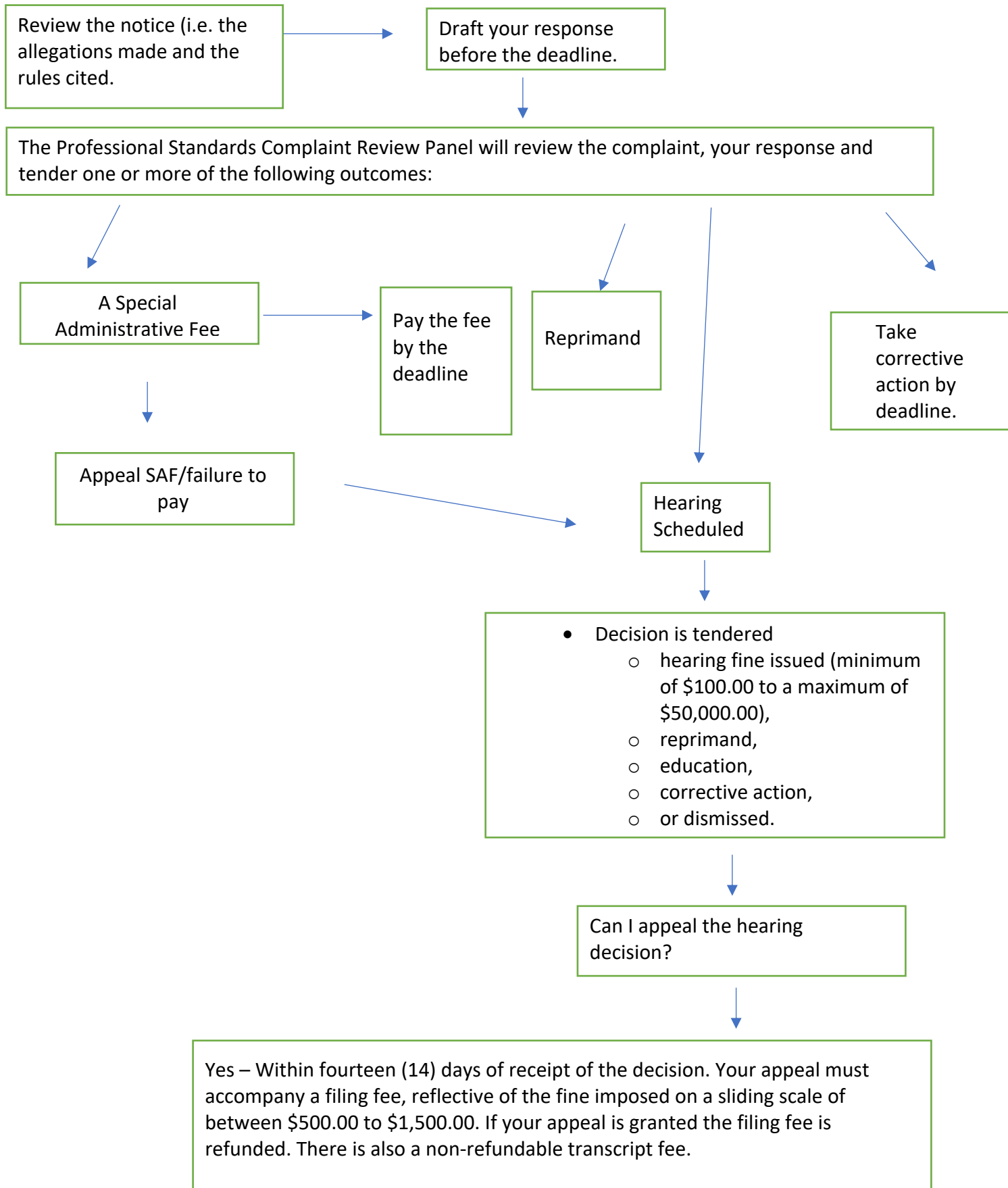
Professional Standards Flow Chart (NOTE: All Yes or No should be in their own box)

How to File a Complaint With TRREB



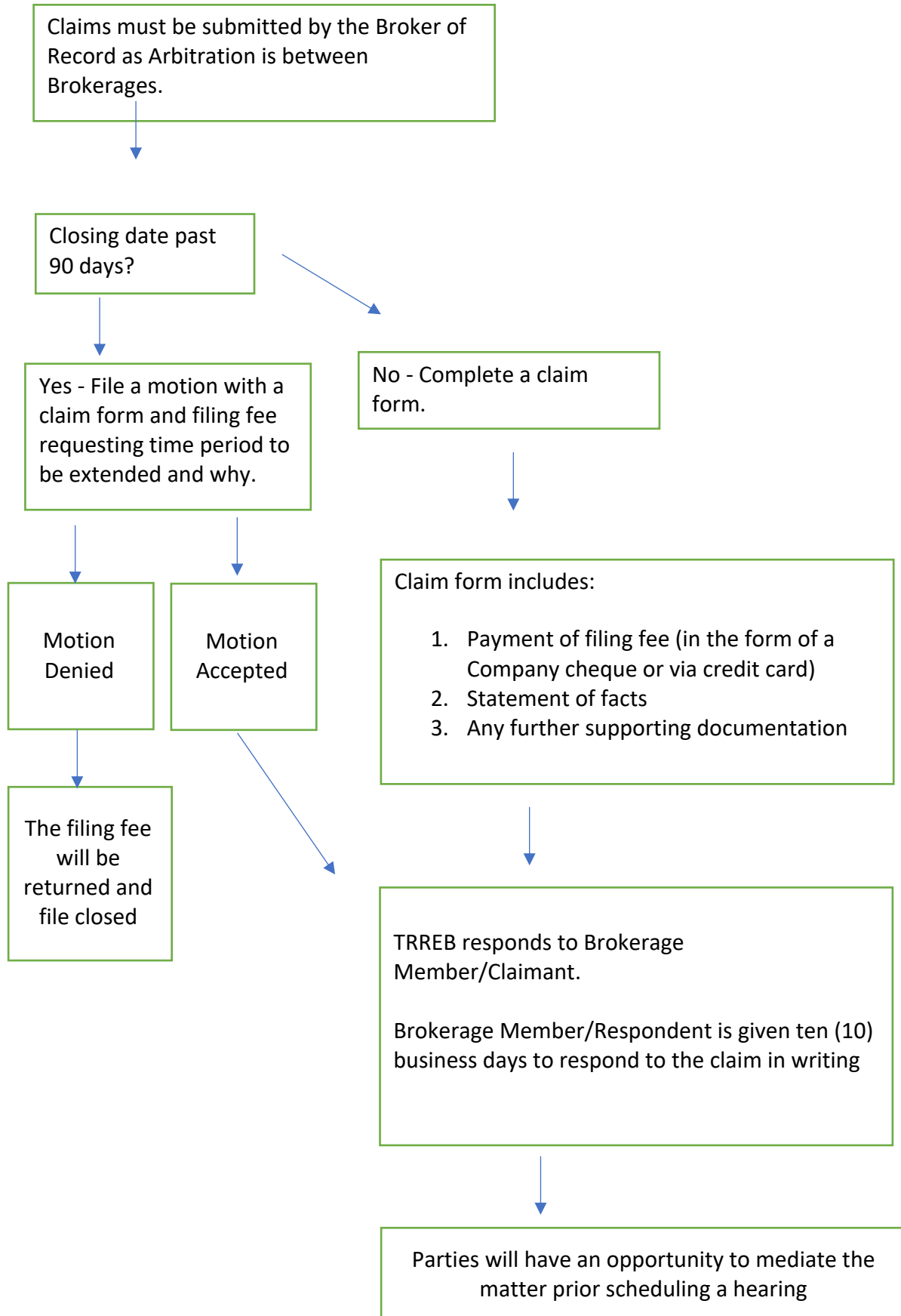
Professional Standards Flow Chart

What to do if you receive a Notice of Professional Standards Complaint?



Arbitration Flow Chart (NOTE: All Yes or No should be in their own box)

How to File a Claim



Is claim settled after mediation?



Yes - The outcome will be sent to the Claimant and Respondent. The filing fee will be returned to the Claimant.



No - Hearing is scheduled

- The Claimant and Respondent presents their case to a Hearing Panel
- Decision is sent



Want to appeal the decision?



Yes- Submit Appeal to OREA within 30 days of receiving the decision



No – The parties must comply with the decision of the Hearing Panel