

**Greater Boston Real Estate Board**  
One Center Plaza, Mezzanine Suite, Boston, MA 02108  
**Mediation Procedures for Disputes between REALTORS®**

**A. Before a formal Request & Agreement to Arbitrate is filed with the Board.**

1. The Board receives a signed Request for Mediation.
2. Professional Standards Administrator inquires if the complainant and respondent wish to mediate the dispute  
  
Steps 3-6 Below
7. Administrator advises complainant and respondent of their right and duty to arbitrate disputes. Administrator sends Request & Agreement to Arbitrate form (form #A-1) to complainant. Upon receipt of the completed and signed Agreement to Arbitrate, the matter is referred to the Grievance Committee in accordance with the Board's Arbitration procedures.

**B. After a formal Request & Agreement to Arbitrate has been filed with Board**

1. The Board receives a *Request & Agreement to Arbitrate* (Form #A-1)
2. Professional Standards Administrator inquires if the complainant and respondent wish to mediate the dispute prior to consideration of the request by the Board's Grievance Committee.

Administrator Sends following forms **to the complainant:**

Request for Mediation form [*Board may complete this step by telephone rather than mail*]

Agreement to Mediate form

Mediation Officer Selection form

Complainant completes and returns signed forms within 10 days from date Agreement is mailed.

3. Upon receipt of completed forms from complainant, Administrator sends following forms **to the respondent:**  
Notice of Request for Mediation form with attached copy of complainant's completed Request for Mediation form [Boards may complete this step by telephone rather than mail]  
Agreement to Mediate form  
Mediation Officer Selection form  
Respondent completes and returns signed forms within 10 days from date Agreement is mailed.
4. Upon receipt of all completed forms from the complainant and respondent, the Board may assign any Mediator not challenged to serve as the Mediation Officer. The Administrator sends a *Notice of Selection of Mediation Officer* form to **both complainant and respondent**
5. The Mediation Officer contacts the complainant and respondent directly to set a mutually acceptable time and location for the mediation conference.

The Mediation Officer sends a letter **to both the complainant and respondent** confirming the date, time, and location of the mediation conference. (Adequate prior notice should be given parties for scheduling mediation conference; ten [10] days suggested)

6. Outcome of Mediation

**(a) If the dispute is successfully resolved during the mediation conference :**

Parties execute the Mediation Resolution Agreement (Form #A-17) which is signed by each of the parties and the Mediation Officer.

Both the complainant and respondent receive a copy of the completed Resolution Agreement.

Mediation Officer forwards original, signed Mediation Resolution Agreement to the Board..

The Resolution Agreement is kept in the file with all pertinent records pertaining to that case.

**(b) If dispute is not resolved during the mediation conference:**

If the parties are unable to resolve their dispute, the Mediation Officer may make the determination that the parties have reached an impasse, and may recommend an equitable solution. The recommendation for resolution can be oral or in writing, and may be provided to both parties at the conclusion of the mediation procedure. (Mediation Officer sets time frame for response from parties—not to exceed forty-eight [48] hours.)

Any party who does not respond to the Mediation Officer within seventy-two (72) hours will be considered to have rejected the suggested solution.

Mediation Officer advises the Board that the mediation conference has been terminated without resolution of the dispute, and sends Termination of Mediation Conference form to Board.

7. Request for Arbitration is forwarded to the Board's Grievance Committee for review in accordance with the Board's arbitration procedures.

10/2004