



Step-By-Step Complaint Procedure  
Lockbox Rules & Regulation Enforcement

Anyone can file a complaint and all complaints to be considered must be filed using the proper form within 30 days from the time the alleged violation occurred.

- Step 1 The Association Lockbox Administrator is notified of a possible violation of the Lockbox Rules and Regulations.
- Step 2 Lockbox Administrator sends a Complainant a copy of the Lockbox/SentriLock Alleged Violation Form ("Violation Form"), Lockbox Rules and Regulations.
- Step 3 When the Violation Form is received by the Lockbox Administrator, the Respondent is sent a copy and has 20 days to respond.
- Step 4 The Violation Form and response are reviewed by the Lockbox Committee ("Committee") to determine if there is a violation of the Lockbox Rules and Regulations. If the Committee determines there is a violation, a sanction will be imposed by the Committee and a copy of the decision is mailed to both the Complainant and Respondent.
- Step 5 If the Respondent accepts the decision, the Respondent shall satisfy any imposed sanction within the time frame determined by the Lockbox Committee. Alternatively, the Respondent may appeal the decision within 20 days. Any appeal must be accompanied by an Appeal Fee of \$250. If a request for an appeal is filed by the Respondent, an Appeal Hearing Tribunal consisting of a panel of no less than three members of the Board of Directors will conduct the appeal hearing in accordance with the procedures established under the NAR Code of Ethics and Arbitration Manual.
- Step 6 A decision is rendered by the Appeal Hearing Tribunal and is forwarded to the Complainant and Respondent within five days.