

Kosciusko Board of REALTORS®
Staff Abuse Policy
(Approved April 2017)

Purpose of this Policy

We, the Kosciusko Board of REALTORS® Board of Directors, believe that our members have a right to be heard, understood and respected by Staff. Occasionally, certain actions by members requesting the Staff's services can make it very difficult to deal with their enquiries and concerns. In a small number of cases the actions of some members become unacceptable because they involve abuse of our Staff or our processes. All Staff members have the right to be treated with consideration, dignity and respect.

Definition of Aggressive Behavior

There is a range of actions considered to be unacceptable:

- **Aggressive or abusive behavior**; language (verbal or written) that is threatening or abusive and may include threats, personal verbal abuse, or derogatory remarks.
- **Unreasonable demands**; includes requesting service or action outside Staff's ability or authority.
- **Unreasonable levels of contact**; includes unacceptable physical or threatening contact with Staff.

Actions Following an Incident

Any member of the association may be reprimanded, placed on probation, suspended or expelled for aggressive behavior towards an Association or MLS employee or Association Officer after an investigation in accordance with the procedures of the Association. The decision of the appropriate disciplinary action to be taken shall be made by an investigator team comprised of the President, the President-Elect and/or Vice President and one member of the Board of Directors selected by the highest ranking officer not named in the complaint, upon consultation with legal counsel for the Association. Disciplinary action may include any sanction authorized in the association's Code of Ethics and Arbitration manual. If the complaint names the President, President-Elect or Vice President, they may not participate in the proceedings and shall be replaced by the Immediate Past President or alternatively by another member of the Board of Directors selected by the highest ranking officer not named in the complaint.

Reporting and Recording

Staff has a responsibility to report incidences of aggressive behavior, including threats and verbal abuse to the Board President. All incidents and their conclusion must be recorded. If the Board notices an increase in reports about the same perpetrator, the Board could escalate disciplinary action of the member.