



ON THE SILVER SCREEN

**ACT I: FROM COMPLAINT TO
ADJUDICATION**

ACT II: THE DECISION

Presented at the 2005 CLEAR Annual Conference
September 15-17 Phoenix, Arizona

OBJECTIVES

- **Identify different procedures for processing complaint from intake through to the final decision**
- **Identify the challenges & issues encountered**

COMPLAINT

- **Written/verbal** _____
- **Anonymous** _____
- **Complaint to licensee** _____
- **Required response –
time-continuances** _____
- **Time limit to file
complaint** _____
- **Frivolous complaints –
sanctions** _____
- **Authority to dismiss** _____

“PROBABLE CAUSE”

Arizona State Board of Accountancy, 1700 North Central Avenue, Suite 1000, Phoenix, Arizona 85004-2898, www.azsos.gov

- **Decision to proceed with charges** _____

- **“Inquiry Panel” or single individual** _____

- **Due process issues** _____

- **Standard of proof** _____

- **Licensee present** _____

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THE DECISION

BOARD OF DIRECTORS, THE NATIONAL ASSOCIATION OF REALTORS, 1300 EAST WASHINGTON AVENUE, SUITE 1000, ARLINGTON, VIRGINIA 22202-4302, TEL: 703-841-9800, FAX: 703-841-9801

- **Board/director** _____
- **Appearance by licensee, complainant** _____
- **Public deliberations** _____
- **Recorded vote** _____
- **Aggravating & mitigating factors** _____
- **Proportionality, sanctions available** _____
- **Written order, dissenting opinions** _____

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APPEAL

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- **Entity for the appeal**

- **Appeal by complainant**

- **Appeal by licensee of
any sanction**

- **Time limit for appeal**

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CONTACT INFORMATION

2005 CLEAR ANNUAL CONFERENCE CONTACT INFORMATION

- **Dr. Roger Hartley**
University of Arizona
School of Public Administration and
Policy
McClelland Hall, Room 405DD
Tucson, AZ 85721
Phone: 520-621-3788
Email: rhartley@eller.arizona.edu
- **Donna Kline**
Director, Professional Standards
Institute of Chartered Accountants of
Alberta
580 Manulife Place
10180-101 Street
Edmonton, AB T5J 4R2
Phone: 780-444-1420
Email: d.kline@icaa.ab.ca
- **Nancy Swetnam**
Director, Certification & Licensing
Division
Arizona Supreme Court
1501 West Washington
Phoenix, AZ 85007
Phone: 602-364-0362
Email: NSwetnam@courts.az.gov

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