

## Ombudsman Service

East Mississippi REALTORS® offers an Ombudsman Program to both its REALTOR® members and members of the public. This program is an opportunity to resolve disputes in an informal manner before they reach the level of filing an official complaint.

A member of the public or a REALTOR® member can contact the Association Executive, who is also an ombudsman, and describe their dispute or issue. The customer or REALTOR® may request a REALTOR® ombudsman or accept the services of the staff ombudsman.

Whether the staff ombudsman or a REALTOR® ombudsman they will offer to talk informally on the phone or by email. They will offer to contact the REALTOR® involved and attempt to diffuse the situation before it reaches the point of an official complaint being filed.

The Ombudsmen acts as a mediator they will interpret the Code of Ethics, policies and procedures. By doing this, they will attempt to correct misunderstandings between parties and ward off official complaints.

To request Ombudsman Services, contact Betty Oltremari, Association Executive and Ombudsman at 601-485-7113.