



To Whom It May Concern,

Per your request, you will find enclosed the forms and provisions to file a formal complaint, as well as a copy of the Code of Ethics. Keep in mind that a complaint must be filed (and received in this office) within 180 days after the facts constituting the matter could have been known in the exercise of reasonable diligence. The Grievance Committee will review the complaint and you will be notified within two weeks of the review if it is being sent to a hearing or if the complaint is being rejected.

If you are filing for an alleged violation of the Code of Ethics, please fill out the form and return to this office the original and 10 copies (this should include any attachments to substantiate the complaint).

If you are filing arbitration, the above paragraph would apply and you would also need to send a check for \$150.00. This is a filing fee that is paid for a legal advisor to sit in on the hearing, should your complaint be forwarded. However, if the complaint is rejected by the Grievance Committee, your \$150.00 would be returned to you. Please be advised that if both parties to a request for arbitration agree, you may participate in voluntary, GNAR sponsored mediation prior to arbitration, which is often successful in resolving arbitrable matters. During mediation, a mediator helps to facilitate a settlement; GNAR encourages the mediation alternative. If it does not result in settlement, arbitration will commence.

Should you have any questions, please feel free to call me at 254-7516.

Sincerely,

Don Klein
Executive Vice President

Enclosures: Provisions for filing complaint
Copy of Code of Ethics
Complaint Form(s)