



2415 W. 57<sup>th</sup> St.  
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(605) 334-4752

## Ombudsman Program

Consider the services of an Ombudsman to resolve an issue prior to filing an Ethics or Arbitration complaint. An Ombudsman helps resolve misunderstandings and disagreements through communication and conciliation, not adjudication.

Ombudsmen are trained REALTOR® members who are familiar with the RASE Bylaws, MLS Rules & Regulations, Code of Ethics, South Dakota real estate regulations, and current real estate practices. Ombudsmen can respond to questions and complaints about members; contact members to inform them that a client or customer has raised an issue; and contact members for details that will provide an informed response.

If a party does not wish to attempt resolution with an Ombudsman, or the Ombudsman is unable to facilitate a resolution for the parties, the parties may progress to a formal Ethics or Arbitration Complaint.

If you would like to resolve your issue through the Ombudsman Program, Use the [Contact](#) form on [www.RASE-Inc.org](http://www.RASE-Inc.org) or call our office at 605-334-4752 requesting assistance utilizing the Ombudsman Program.

