



## **IMPORTANT INFORMATION PERTAINING TO THE FILING OF A GRIEVANCE**

While the Real Estate Appraiser Board's (Board) staff members are here to assist you during the handling of your grievance, you should be aware of the following.

1. By opening a grievance file for further investigation and processing, neither the Board, the Oklahoma Insurance Department, nor any of its employees or legal counsel has adopted your point of view, and we are not your advocate.

2. The Board has not agreed to seek discipline against the appraiser-respondent because a file has been opened.

3. The Board represents neither your interests nor those of the appraiser-Respondent(s) in the processing of this grievance. It represents only the interests of people of the State of Oklahoma. In some circumstances the Board will determine that the matter should be closed. In others, the Board will seek and may obtain discipline against an appraiser-respondent.

4. The Board cannot provide you with legal advice, nor seek damages on your behalf, including the refund of money paid for the appraisal. The Board's regulatory authority is limited only to the professional discipline of an appraiser's license. Disciplinary measures can include letters of warning, civil monetary penalties, corrective education to address violations of applicable standards, probation and suspension. In rare cases, an appraiser's license could be revoked.

5. While the Board endeavors to resolve all grievances promptly, some take longer than others. In some instances, settlement negotiations will take place, and in others contested case proceedings may require considerable time. Your case may result in a disciplinary hearing. However, not all grievances result in hearings and that is not a reflection of the merits of your case. If a hearing is scheduled, and it is determined you are needed as a witness, you will be notified. If your testimony is not required, the hearing may go forward without your being provided notice. In any event, you will be notified in writing of the outcome of your grievance.

