

# ARIZONA BOARD OF APPRAISAL SUBSTANTIVE POLICY STATEMENT #1

## Guidelines for Board Complaint Resolution

Pursuant to A.A.C. R4-46-301, the Board may resolve complaints using the following Board Complaint Resolution Chart:

### BOARD COMPLAINT RESOLUTION CHART

All Board resolutions are public record. If no errors or violations are found, the complaint is dismissed. The following are guidelines representing the resolution options available to the Board for violations found against regulated appraisers under A.R.S. Title 32, Chapter 36 and A.A.C. Title 4, Chapter 46. The Board is not limited by these guidelines and the Board may select any combination of resolutions found in this chart pointing out general guidelines of infractions and suggested resolutions. **IN THE EVENT OF A CONFLICT BETWEEN THIS DOCUMENT AND THE ACTION BY THE BOARD, THE ACTION IMPOSED BY THE BOARD SHALL PREVAIL.**

Letters of concern and letters of remedial action are nondisciplinary. All other resolutions listed below are disciplinary actions which must be concluded through a consent or a hearing process, whether informal or formal.

LEVEL	ERRORS OR VIOLATIONS OF USPAP, A.R.S. OR A.A.C.	RESOLUTION
<b>I</b>	Errors or violations found that do not materially impact the purpose, intended use or final conclusion of the assignment. Violations do not involve ethics or competency.	<ul style="list-style-type: none"> <li>•Letter of Concern</li> <li>•Letter of Remedial Action</li> </ul>
<b>II</b>	Violations found with substantial errors or a series of errors that in aggregate may affect the credibility of the assignment. Violations do not involve ethics or competency.	<ul style="list-style-type: none"> <li>•Letter of Remedial Action</li> <li>•Letter of Due Diligence</li> </ul>
<b>III</b>	Violations found with substantial errors or a series of errors that in the aggregate may affect the credibility of the assignment. Minor violations of ethics and/or competency may be found. Violations found rise to the level of affecting the credibility of the assignment.	<ul style="list-style-type: none"> <li>•Consent Agreement</li> <li>•Order of Probation with Education, Mentorship and/or Practice Restrictions</li> </ul>
<b>IV</b>	Significant violations found. Violations of ethics and/or competency may be found. Violations found rise to the level of affecting the credibility of the assignment.	<ul style="list-style-type: none"> <li>•Consent Agreement</li> <li>•Order of Probation with Education, Mentorship and/or Practice Restrictions</li> <li>•Suspension</li> </ul>
<b>V</b>	Significant violations found. Wilful disregard of USPAP, A.R.S. or A.A.C. found.	<ul style="list-style-type: none"> <li>•Consent Agreement</li> <li>•Order of Probation with Education, Mentorship and/or Practice Restrictions</li> <li>•Suspension</li> <li>•Revocation</li> </ul>

*Adopted by the Board 7/21/05*