



## Voluntary Broker Resolution Process Agreement

In signing this document all parties to the Voluntary Broker Resolution Process (VBRP) agree that this is a confidential process intended to facilitate the resolution of a dispute.

Any statements made or documents generated for or in the VBRP with a view to resolving the dispute:

- Are privileged and are made or created without prejudice;
- Must be treated by the participants in the process as confidential and may only be used for the purpose of the VRBP; and
- May not be referred to, presented as evidence or relied on, and are not admissible in any subsequent legal application or proceeding in any other legal action, or in proceedings of a judicial or quasi-judicial nature.

The parties agree that the individual or individuals facilitating the VRBP are not competent to give evidence nor compellable to give evidence in any application or proceeding relating to the process in any related legal action or in any proceeding of a judicial or quasi-judicial nature.

### Agreement by Complainant

I, \_\_\_\_\_, agree to participate in the Voluntary Broker Resolution process. I understand my participation is voluntary and if a resolution is not achieved the matter will be returned to the Executive Director for investigation.  
[name of complainant]

I commit to withdraw my complaint if a resolution agreeable to me is reached.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Print name*

Agreement by \_\_\_\_\_ Professional  
[Real Estate/Mortgage]

I, \_\_\_\_\_, agree to participate in the Voluntary Broker  
[name of industry professional]  
Resolution process. I understand my participation is voluntary and if a resolution is not achieved the matter will be returned to the Executive Director for investigation.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print name

Agreement by Broker

I, \_\_\_\_\_, agree to facilitate the Voluntary Broker Resolution  
[name of broker]

Process.  
I understand my participation is voluntary and if a resolution is not achieved the matter will be returned to the Executive Director for investigation.

I further undertake to ensure completion of this process by \_\_\_\_\_  
[30 business days commencing  
\_\_\_\_\_ and to provide the Executive Director with  
date of Executive Directors correspondence to broker]  
confirmation in writing from all participants that a resolution has been or not been reached.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print name