



Professional Code of Ethics Complaint Form

OVERVIEW

CAI awards qualified professionals with credentials in order to improve the quality and effectiveness of community association management. The following credentials are awarded by CAI: Association Management Specialist (AMS), Large-Scale Manager (LSM), Professional Community Association Manager (PCAM), Reserve Specialist (RS) and Community Insurance and Risk Management (CIRMS). The following company accreditation is awarded by CAI: Accredited Association Management Company (AAMC).

All of our credentials are voluntarily earned and maintained by community association professionals and management companies. An individual or management company holding an active CAI credential has committed to uphold the Professional Code of Ethics. If you believe a individual or management company holding an active CAI credential has not upheld one or more components of the Professional Code of Ethics, you may file a complaint by using the form below.

INSTRUCTIONS

To file a complaint against a designee or accredited company holding one of the credentials listed above, please provide the information requested below.

To facilitate the processing of this complaint, please be as thorough and accurate in the submission of information and requested/required documents. Complaints that contain the correct documents when submitted enable the Ethics Committee and CAI Staff to abide by the prescribed procedures.

1. COMPLAINANT(S): Please enter your personal information:

Name(s): _____

Mailing Address: _____

Preferred Telephone Contact Number(s): work/home: _____

Cell Phone: _____ Email Addresses: _____

Relationship to the Accused Designee: _____

2. RESPONDENT: Please enter the contact information of the accused designee:

Names: _____ Designation: _____

Company: _____

Mailing Address: _____

Phone: _____ Email Addresses: _____

3. SECTION OF PROFESSIONAL CODE OF ETHICS ALLEGEDLY VIOLATED

Please refer to the section(s) of the CAI Professional Code of Ethics and list below which components you allege have been violated. _____

4. NARRATIVE SUMMARY

Please attach a written account of the events leading to the alleged violation. (*Complaints submitted without the attached summary will be returned to the Complainant.*)

5. STATEMENT OF FACTS SUPPORTING ALLEGED VIOLATION(S)

Please be as concise as possible. You must include supporting documentation for each allegation, clearly labeled and marked as an Exhibit listed below. Supporting documents may include, governing documents, covenants, By-laws, Financial Statements, letters, emails, and other correspondence.

- Exhibit 1. _____
- Exhibit 2. _____
- Exhibit 3. _____
- Exhibit 4. _____
- Exhibit 5. _____
- Exhibit 6. _____
- Exhibit 7. _____

If additional Exhibits are included in the Complaint package, please mark/label accordingly.

NOTE: COMPLAINTS FILED BY AN ASSOCIATION

Complaints submitted by an Association Board of Directors shall be accompanied by an approved Board Resolution signed by a majority of the Board authorizing said filing of Complaint. Please attach a copy of the Board Resolution with the appropriate action and Board signatures.

• **Have you commenced legal action against this individual or company?** _____
If yes, please provide details: _____

• **Have you notified any authorities in connection with your complaint?** _____
If yes, please provide details: _____

6. SIGNATURE: _____ **Date:** _____
Printed Name: _____

Please mail completed form to:
CAI
Attn: Confidential Complaint
6402 Arlington Boulevard, Suite 500
Falls Church, VA 22042 CAI
Fax: 703-970-9558

For more information on CAI credentialing programs or for a current copy the Professional Code of Ethics and the Code of Ethics Enforcement Procedures, please visit <http://www.caionline.org/career/designations/Pages/default.aspx>