



## National Association of Residential Property Managers

### General Instructions for Filing and Replying to an Ethics Complaint

**A.** All complaints must be typewritten. Any reply must be typewritten. If the matter is not recommended for dismissal, the Professional Standards Committee will supply a copy of the complaint to the respondent(s).

**B.** All complaints will be sent to NARPM® Headquarters. Headquarters will then forward to the Professional Standards chairperson and keep the original for the file.

1. All evidence by the parties is to be submitted with the original letter of complaint and with the original letter of reply.
2. Additional evidence, if any, will not be accepted and will be returned to the sender of the evidence by NARPM® Headquarters.

**C.** Make check payable for \$100 to NARPM®. This covers processing expenses for filing the complaint.

1. If a violation of the NARPM® Code of Ethics is found against a member of the organization the \$100 processing fee will be refunded.

**D.** If the Professional Standards Committee finds the complaint to be an issue constituting a cause of action, steps will be undertaken to discover finding of fact.

1. The Professional Standards Committee will send to the respondent(s) via certified letter, return receipt requested, a request to reply to the complaint within 20 days.
2. A copy of the certified letter will also be sent to the respondent(s) via first class mail.
3. If a respondent does not reply within 20 days, the complaint may be taken as true by default and the Professional Standards Chairperson will so notify the NARPM® president.

**E.** If the complaint is not found to constitute a cause of action, the Professional Standards Committee will recommend dismissal of the complaint.

1. Returned complaints will include the steps to appeal the decision of the Grievance Committee.
  - a. All appeals must be mailed to NARPM® Headquarters and received within 20 days of the date the decision was mailed to the complainant.

**F.** The NARPM® president will be provided with a copy of the decision of the Professional Standards Committee once ratified by the NARPM® Board of Directors.