



STANDARDS OF PROFESSIONAL CONDUCT COMPLAINT FORM

OVERVIEW

The Certified Manager of Community Associations® (CMCA) is a voluntary credential earned by professionals who have demonstrated the fundamental knowledge required to manage homeowner and condominium associations and cooperatives.

The Community Association Managers International Certification Board (CAMICB) requires that at CMCA must comply with the [Standards of Professional Conduct](#), which govern their professional activities. A violation of any of the Standards of Professional Conduct may be grounds for administrative action by CAMICB. If you believe an individual holding an active CMCA credential has clearly violated one or more of the Standards, you may file a complaint against their CMCA.

The allegations made will be taken seriously and could affect the career of the accused. Carefully consider the action you are about to take. It is expected that you attempted to resolve any conflict you have with the CMCA and the board of the association prior to initiating the complaint.

It is important that the alleged violation not be confused with action required by the CMCA as a directive of the board of the association. For example, if a CMCA appears to have violated the Standards, but was following a directive given, it may not be a violation. The manager's role is to enforce the Rules and Regulations appropriately adopted by the board and the governing documents of the community. A disagreement over the interpretation of a policy, rule, or regulation of the board is not in and of itself a violation of the Standards.

If the allegation is criminal in nature (i.e., theft, embezzlement) appropriate authorities should be notified and information on the submission or outcome should be included with this form. Investigation may be suspended until a criminal or civil judgment has been issued by a court.

Complaints filed with CAMICB are governed by the [Enforcement Procedures for the CMCA Standards of Professional Conduct](#).

PROCEDURES TO FILE A COMPLAINT

CAMICB may only review complaints concerning a manager who holds an active CMCA credential. Complaints against organizations, management companies, or individuals that do not hold the CMCA may not be investigated.

To bring a complaint against a CMCA, complete this form in full and submit it to CAMICB. In addition, you must provide the following documentation:

1. A narrative summary of the circumstances leading to the alleged violation, an explanation of the evidence, and reference to the Standard(s) alleged to have been violated.
2. Evidence (which may include written documentation or corroborating statements by other persons) supporting the allegation(s). *Note: Corroborating statements by additional Complainant(s) against the Certificant should be included as evidence in a single complaint. If multiple complaints are filed corroborating against a Certificant, CAMICB may combine the complaints and investigate as a single complaint.*
3. A personal attestation that the complaint has been brought to the association board of directors and a statement of board action. Complainants are required to attempt to resolve the conflict with their association board prior to filing a complaint with CAMICB. CAMICB may not become engaged in a matter in which the manager is acting at the direction of and with the knowledge of the board.

All materials must be submitted with the original complaint form. Documentation and materials submitted after the initial complaint form will not be considered unless they are specifically requested by CAMICB. Materials must be submitted in one packet. Acceptable forms include: one envelope, one PDF email attachment, or one faxed document.

If you have a complaint against more than one CMCA, please file a separate complaint form for each CMCA, with the details and relevant exhibits attached to each complaint.

Complaints that are incomplete or not in compliance with these requirements will not be reviewed by the CMCA Professional Conduct and Enforcement Committee. If the complaint documentation does not comply with the requirements, CAMICB staff may return the complaint with instructions on compliance.

Complaints may be submitted by email, fax, or mail to:

CAMICB

Attn: Confidential Complaint

6402 Arlington Blvd., Suite 510 | Falls Church, VA 22042
703-970-9300 | 866-779-CMCA (2622) | 1-800-845-4394 (Fax)
info@camicb.org | www.camicb.org

STANDARDS OF PROFESSIONAL CONDUCT COMPLAINT AGAINST A CMCA

Submission Date: _____

Contact information for the CMCA against whom the complaint is being filed:

Name: _____

Company: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email: _____

Your contact information:

Name: _____

Address: _____

City, State, Zip: _____

Phone Number: _____

Email: _____

What is your business relationship with this individual?

I am a member of the community managed by this person.

I am a member of the Board of Directors of the community managed by this person.

Other (please specify): _____

Have you begun legal action against this individual? Yes No

If yes, please provide detail: _____

Have you filed a complaint about this matter with another agency or organization? Yes No

If yes, please provide detail: _____

CMCA STANDARDS OF PROFESSIONAL CONDUCT

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Indicate which of the Standards of Professional Conduct have been violated. Check all that are in violation. Please provide evidence of the violation(s) in the supporting documentation and narrative summary.

- 1. Be knowledgeable, act, and encourage clients to act in accordance with any and all federal, state, and local laws applicable to community association management and operations.
- 2. Be knowledgeable, comply and encourage clients to comply with the applicable governing documents, policies and procedures of the Client Association(s) to the extent permitted by that Client.
- 3. Not knowingly misrepresent materials facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
- 4. Not provide legal advice to Client Association(s) or any of its members, or otherwise engage in the unlicensed practice of law.
- 5. Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
- 6. Refuse to accept any form of gratuity or other remuneration from individuals or companies that could be viewed as an improper inducement to influence the manager.
- 7. Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
- 8. Act in a manner consistent with his/her fiduciary duty.
- 9. Conduct themselves in a professional manner at all times when acting in the scope of their employment in accordance with local, state and federal laws.
- 10. Recognize the original records, files and books held by the manager are the property of the Client Associations to be returned to the Client at the end of the manager's engagement and maintain the duty of confidentiality to all current and former clients.

Provide the following attachments:

- Concise narrative summary of the complaint
- Proper supporting evidence with clear documentation identifying what makes it evidence
- Attestation that you have attempted to resolve this complaint with the association's board of directors

Signature: _____ **Date:** _____