

Complaint Procedure

Filing a Complaint

Any person wishing to submit an ethics complaint against a NALTEA member may download the appropriate forms from the Ethics Committee page of NALTEA's website. Mail the completed complaint forms with any relevant documentation to the address listed at the bottom of the form. If a court case is involved, identify the case by number, the names of the parties, and the state, county and court name. While anonymous complaints may be considered, inability to contact the complainant may hinder NALTEA's efforts to resolve the complaint.

Waiver of Client Privilege

In signing the complaint form, you waive the client privilege so as to enable the member to make a complete response to the Ethics Committee free of any obligation of confidentiality.

Review of Complaint

Any complaint that fails to evidence an ethical violation will be returned to the complainant with an explanation. If an ethical violation is evidenced, the Ethics Committee will send a copy of the complaint to the member, via certified mail, with a request for a written response within 15 days of the member's receipt of the complaint. The complaint and response will be reviewed by the Ethics Committee. The Ethics Committee will forward the complaint and response to the NALTEA Board of Directors with a recommended course of action. Should the complaint already be involved in the court system, the Ethics Committee shall wait until the court case is settled prior to proceeding with its investigation.

Possible Courses of Action

The board of Directors will determine a course of action at the next meeting of the board following receipt of the complaint, response, and relevant documentation from the Ethics Committee. The board will consider the recommendation of the Ethics Committee and will opt for a course of action upon a vote of the majority of directors present.

The board of directors will have the following options at its disposal:

- **No Action:** Accusation is found to be without merit or; evidence is found to be insufficient to warrant that action against the member.
- **Revocation of Certification:** If the member is a NALTEA certified abstractor, and the ethical violation affects the member's qualifications as a NALTEA certified abstractor, the board of directors may opt to revoke such certification, and/or
- **Termination of NALTEA Membership:** If a more serious breach of ethics is found to have merit by the board of directors, the board may opt to terminate the membership.

The president of NALTEA will notify the accusing party and the responding party as to the board's decision.