



National Board of Certification
for Community Association Managers

Procedures to File a Complaint

Overview

A CMCA is a voluntary certification earned by community association managers. A person holding a CMCA certification has committed to uphold the CMCA Standards of Professional Conduct. If you believe a person holding a current CMCA certification has not upheld one or more of the Standards, you may file a complaint against their CMCA.

Standards of Professional Conduct

A Certified Manager of Community Associations® (CMCA) shall:

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 material 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 the terms and conditions of their contractual agreement and 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.

Violations of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA certification by the National Board of Certification for Community Association Managers.

For further information about the process for complaint review and enforcement procedures for the Standards of Professional Conduct, please visit our web site at www.nbccam.org or contact our office at 703.970.9300.

NBC-CAM administers the only national certification program for community association managers. NBC-CAM grants the CMCA credential to individuals who demonstrate fundamental knowledge and expertise in managing homeowner and condominium associations and cooperatives.

NBC-CAM

Attn: Confidential Complaint
6402 Arlington Blvd, Suite 510, Falls Church, VA 22042
Main: 703.970.9300 Toll-Free: 1-866-779-CMCA (2622)
Fax: 1-800-845-4394



National Board of Certification
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File a Complaint against a CMCA® - Complaint Form

Please report your complaint in as much detail as possible. NBC-CAM may request additional information if needed and may request a personal interview if it appears necessary. Because one of the functions of the NBC-CAM Board is the evaluation of complaints, please be assured that your complaint will be investigated vigorously and impartially.

Date Submitted: _____

1. Please enter the contact information of the CMCA against who this complaint is being filed: (If there is more than one CMCA, please file separate complaints.)

Name _____

Company _____

Address _____

City, State, Zip _____

Phone _____ E-mail _____

2. Please enter your personal information:

Name _____

Community/Company _____

Address _____

City, State, Zip _____

Phone _____ E-mail _____

3. Please provide information about your complaint. 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 NBC-CAM.

Materials must be submitted in one packet. *Acceptable forms include: **one envelope, one PDF scanned e-mail attachment, or one faxed document.***

Please indicate which of the [Standards of Professional Conduct](#) has (have) been violated. Please check all that are in violation.

_____ 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 the terms and conditions of their contractual agreement and 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.

In addition, please provide official documentation (meeting minutes, correspondence, etc...) to substantiate the complaint and highlight the relevant areas in the official documentation.

4. Have you begun legal action against this individual? ___Yes _____No

If yes, please provide detail:_____

Have you notified any authorities in connection with your complaint? _____Yes _____No

If yes, please provide detail:_____

What is your business relationship with this individual?

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

_____ I am member of the board of directors of the community managed by this person.

_____ Other (please specify) _____

5. Please sign and date the complaint form.

Signature_____ Date:_____

6. Please submit the complaint form to:

NBC-CAM

Attn: Confidential Complaint

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info@nbccam.org