

CERTIFIED MANAGER OF COMMUNITY ASSOCIATIONS®

CMCA®

Standards of
Professional
Conduct

SETTING THE STANDARD FOR COMMUNITY
ASSOCIATION MANAGERS NATIONWIDE.

CMCA STANDARDS OF PROFESSIONAL CONDUCT

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CMCA STANDARDS OF PROFESSIONAL CONDUCT

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

- 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.
- 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.
- Not knowingly misrepresent material facts, make inaccurate statements or act in any fraudulent manner while representing Client Association(s) or acting as a CMCA.
- Not provide legal advice to Client Association(s) or any of its members, or otherwise engage in the unlicensed practice of law.
- Promptly disclose to Client Association(s) any actual or potential conflicts of interest that may involve the manager.
- 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.
- Participate in continuing professional education and satisfy all requirements to maintain the CMCA.
- Act in a manner consistent with his/her fiduciary duty.
- 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.
- 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.

A violation of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA certification by NBC-CAM.

For additional information to interpret the Standards of Professional Conduct, please visit the website or contact NBC-CAM office for the CMCA Standards of Professional Conduct Code Clarification document.

These Standards are enforced through a process outlined in the Standards of Professional Conduct Enforcement Procedures. Visit the website or contact the NBC-CAM office for a copy of the document.

PROCEDURES FOR ENFORCEMENT OF THE CMCA STANDARDS OF PROFESSIONAL CONDUCT

I. INTRODUCTION

A. The National Board of Certification for Community Association Managers (NBC-CAM) was established as a certification body for the evaluation of individuals who wish to enter, continue, and/or advance in the community association management profession through the certification process. The Board of Commissioners (the Board) was established as the governing body of NBC-CAM.

B. Those certified (referred to as Certificants) have successfully completed the required certification process, which includes meeting certain educational requirements and passing a certification test verifying professional knowledge. NBC-CAM Certificants subscribe to Standards of Professional Conduct established by the Board.

C. Successful candidates are granted certification by NBC-CAM and may hold themselves forth to the public as such. In order to maintain and enhance the credibility of the NBC-CAM certification program, the Board has adopted these Procedures to allow consumers and others to bring complaints concerning Certificants to the Board. In the event of a violation of the Standards of Professional Conduct, or of other substantive requirements of the certification process by a Certificant, the Board may impose sanctions against the Certificant. The grounds for sanctions under these Procedures are as follows:

1. Conviction of a felony or other crime of moral turpitude under federal or state law in a manner related to the practice of, or qualifications for, professional activity;

- 2. Gross negligence or willful misconduct in the performance of professional services, or other unethical or unprofessional conduct based on demonstrable violations of the NBC-CAM Standards of Professional Conduct;
- 3. Fraud or misrepresentation in the application for or the maintenance of any professional membership, professional accreditation, or other professional recognition or credential; or
- 4. Loss of a state license required to practice community association management.

D. The Board will make reasonable efforts to ensure that information concerning the availability of the complaint process is available to the public. These Procedures apply to all complaints or inquiries received about a Certificant.

E. It should be emphasized that actions taken under these Procedures do not constitute enforcement of the law, although referral to appropriate federal, state or local government agencies may be made about a Certificant's conduct in appropriate situations. Individuals bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

F. The Board reserves the right to waive or vary these procedures in any situation where a state or other governmental entity recognizing the certification has additional or conflicting requirements for enforcement.

G. The Board reserves the right to self-initiate complaints.

II. LEADERSHIP

A. Board of Commissioners

- 1. The Board is responsible for the development and administration of the certification program and for implementation of these procedures. The Board is composed of nine individuals nominated in accordance with the NBC-CAM By-Laws.
- 2. The Board elects one of its members to serve as Chair (Chair of the Board) as prescribed in the By-Laws. The Chair of the Board presides at all board meetings and is responsible for ensuring that these Procedures are implemented and followed.
- 3. The Chair of the Board appoints members of the Professional Conduct and Enforcement Committee.

B. Professional Conduct and Enforcement Committee

- 1. The Professional Conduct and Enforcement Committee consists of at least three members of the Board, including a Committee Chair as appointed by the Chair of the Board.
- 2. The Committee is responsible for monitoring the Standards of Professional Conduct and Enforcement Procedures and making recommendations to the Board as appropriate.

C. Complaint Review Panel

- 1. The Complaint Review Panel (Review Panel) consists of at least twelve members appointed by the Chair of the Board and approved by the Board. Members shall serve for two year, staggered terms. Manager members must be CMCA certificants. Non-manager members will have community association operational experience and represent approximately one-third of the composition of the Review Panel.
- 2. The Professional Conduct and Enforcement Committee Chair will serve as the Review Panel Chair. The Panel Chair will rotate investigative and Hearing Panel assignments among the Review Panel members.

D. All Board members, Review Panel members, Staff, and other individuals engaged in investigations or decisions with respect to any complaints under these Procedures shall be indemnified and defended by NBC-CAM against liability arising from related NBC-CAM activities to the extent provided by law.

III. COMPLAINTS

A. A complaint must be in writing and signed by the individual(s) bringing the complaint (Complainant). The complaint is to be addressed to the Executive Director of NBC-CAM and it should indicate specifically what aspects of the Standards of Profes-

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sional Conduct are in question. In addition, the complaint should include materials that directly support the allegation. The Executive Director and Review Panel Chair will review the complaint letter.

B. Should both the Executive Director and Review Panel Chair conclude, in their sole discretion, that the submission:

1. contains unreliable or insufficient information, or

2. is patently frivolous or inconsequential,

they may determine that the submission does not constitute a valid and actionable complaint that would justify bringing it before the Review Panel for investigation and a determination of whether there has been a violation of the Standards of Professional Conduct or any other substantive requirements of the certification process. In such cases, the submission is disposed of by notice from the Executive Director to the Complainant. All such preliminary dispositions by the Executive Director and Review Panel Chair are reported to the Board, the Complainant, and to the Certificant. The name of the Complaint will be kept confidential, unless the Executive Director and the Review Panel Chair agree to release it.

C. If a submission is deemed by either the Review Panel Chair or the Executive Director to be a valid complaint, the Executive Director shall see that written notice is provided to the Certificant whose conduct has been called into question. The Executive Director shall ensure that the Complainant receives notice that the complaint is being reviewed.

D. If a submission is deemed by either the Review Panel Chair or the Executive Director to allege violations only of federal, state, or local law, then any investigation of the complaint may be stayed until a court of competent jurisdiction determines whether a violation has occurred. In this circumstance, the Executive Director will inform the Complainant and Certificant of the stay of action and that the investigation may resume once a court decision is released.

E. The Complainant shall be advised in writing whether the complaint will be investigated further (as outlined in IV below) or dismissed (by the criteria outlined in III(B) above) within forty-five (45) business days of the complaint being received by the Executive Director and Review Panel Chair.

F. If further information is needed, the Investigator will request additional information from the Complainant to substantiate the allegation. The Complainant must provide the information requested within fourteen (14) days of the request. If the information is not provided during this time, the Investigator may recommend closing the investigation to the Review Panel Chair. The Chair will make the decision to close the Investigation.

G. All complaints must be kept confidential by the complainant. NBC-CAM will maintain confidentially as outlined in other areas of these procedures.

IV. COMPLAINT INVESTIGATION

A. If the complaint has been deemed by either the Review Panel Chair or the Executive Director to be a valid complaint, and then the steps detailed below will be followed.

B. The Review Panel Chair will appoint one or more members (Investigating Member) of the Review Panel to conduct an investigation. The Investigating Member will investigate and make appropriate determinations with respect to the complaint.

1. The Investigating Member is authorized to conduct an investigation into the specific facts and circumstances to what ever extent is necessary to clarify, expand, corroborate, or dispute the information provided by the Complainant.

2. The Complainant, the Certificant who is the subject of the investigation, his or her employer, and others may be contacted for additional information with respect to the complaint. The Investigating Member may contact such other individuals who may have knowledge of the facts and circumstances surrounding the complaint. The Investigating Member has the discretion to reveal the name of the Complainant, or send the Complaint to the Certificant, if the Investigating Member deems that the investigation will be furthered by so doing.

3. Complainants are required to fulfill requests for additional materials within fourteen (14) business days of request.

4. This investigation may involve requests for additional information, travel, and investigation by telephone or other communications, or whatever steps deemed reasonably appropriate.

5. All investigations will be conducted in confidence, with all written communications sealed and marked "Personal and confidential," as appropriate. The investigations will be conducted objectively, without any indication of prejudice. An investigation may be directed toward any aspect of a complaint that is relevant or potentially relevant.

6. The Review Panel Chair exercises general supervision over all investigations.

7. Participants in the investigation shall be reimbursed for reasonable expenses incurred in connection with their activities.

C. The Investigating Member must prepare a written objective summary of the charges and facts, findings, and a recommendation within forty-five (45) business days of his/her appointment. If additional time is needed for the investigation, the Investigating Member must provide a written request for an extension of time with justification for the extension to the Review Panel Chair and the Executive Director at least ten (10) business days prior to the recommendation deadline. The recommendation must be one of the following:

1. No further action is required.

a. This recommendation is warranted should the complaint be found to be inaccurate or not supported by a preponderance of the evidence to warrant further action by the Review Panel.

b. Should the Review Panel Chair and the Executive Director agree with the recommendation, then the Complainant and the Certificant shall be notified in writing. If either disagrees, then Review Panel consideration is required.

2. Review Panel consideration of sanctions

This recommendation is made when a preponderance of the evidence adequately supports the complaint.

V. HEARING PROCESS

A. If the recommendation is for consideration of sanction, the Certificant shall receive a copy of the Investigating Member's report. The Executive Director will send a copy of that report and the complaint with an indication that either an in-person or a telephonic hearing will be held. The Certificant has thirty (30) business days to respond in writing to the complaint and report.

B. The Review Panel Chair shall appoint a minimum of four additional members from the Review Panel to serve as a hearing panel (Hearing Panel) for this complaint. Those members should have no perceived conflict of interest with the Certificant or Complainant. The Hearing Panel will also include, to the extent possible, a non-manager member. The Review Panel Chair will be the Hearing Panel Chair.

C. In a case when the Review Panel Chair has convened a hearing against the Investigating Member's recommendation as provided in IV(C) (1) (b), the Review Panel Chair will recuse himself or herself from the Hearing Panel and appoint another Review Panel member to the Hearing Panel. In that case, another Hearing Panel member will be the Hearing Panel Chair.

D. Each member of the Review Panel, the Certificant, and the Complainant shall receive a copy of the complaint, the report of the Investigating Member, and the response from the Certificant.

E. Should the Executive Director determine that the hearing will be telephonic; the Certificant may request a personal appearance before the Hearing Panel within thirty (30) business days of the hearing notice. The Hearing Panel shall first determine whether to grant the request. The Certificant may also waive a hearing, relying on written submissions, a paper hearing, to the Hearing Panel.

F. In most circumstances, a telephonic hearing or paper hearing, rather than a formal, in-person hearing will be held. If the Certificant waives a hearing, the hearing will be conducted only by the Hearing Panel and will specifically exclude the Investigating Member.

G. Should the Review Panel determine that a telephonic or in-person hearing is appropriate; the Executive Director will arrange such a hearing. The parties involved may be represented by legal counsel. The hearing shall be conducted by the Review Panel Chair, with presentations made by both the Investigating Member and the Certificant involved. The Complainant may also be present at the hearing, but may only speak if permitted by the Hearing Panel Chair. The Hearing Panel Chair and the Hearing

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Panel members may ask questions of the Investigator, the Certificant, or the Complainant during the hearing. The Investigator and the Certificant will be permitted to question each other or the Complainant during the hearing. Deliberations made by the Hearing Panel will be conducted in the absence of the Investigating Member, the Complainant, and the Certificant.

VI. DETERMINATION OF VIOLATION

A. At the conclusion of the telephonic, paper, or in-person hearing, the Hearing Panel shall reach its conclusion by majority vote. The Hearing Panel's decision will center on whether there has been a violation of the Standards of Professional Conduct or other substantive requirements of the certification process.

B. Should the Hearing Panel determine by a preponderance of the evidence that there has been a violation; the Hearing Panel shall also determine the appropriate sanctions as provided in VII below. In that case, the Hearing Panel's decision will be sent to Review Panel members and Board members for informational purposes only. The Hearing Panel's decision will also be sent to the Complainant and the Certificant and the Certificant's employer (if applicable). If the Hearing Panel determines that no violation has occurred, the Complaint shall be dismissed with notice to the Certificant, the Certificant's employer (if applicable), any person contacted in the course of the investigation, and the Complainant.

VII. SANCTIONS

A. Any of the following sanctions, or others as deemed appropriate, may be imposed by the Hearing Panel upon a Certificant. The sanction applied must reasonably relate to the nature and severity of the violation, focusing on reformation of the conduct of the member and deterrence of similar conduct by others:

1. public or private written reprimand to the certificant;
2. suspension of the certificant for a designated period; or
3. revocation of the Certificants's certification.

The Hearing Panel reserves the right to impose a combination of sanctions. If the certification is suspended or revoked, a summary of the determination and the sanction with the Certificant's name will be published by the Board in the NBC-CAM newsletter.

B. If certification is revoked, any and all certificates or other materials requested by the Board must be returned promptly to NBC-CAM.

C. Certificants who have had their certification suspended may not reapply for certification for the period of time set by the Hearing Panel. The Hearing Panel reserves the right to impose certain conditions or requirements to be met before reinstatement.

VIII. APPEAL

A. Within thirty (30) business days from receipt of notice of a determination by the Hearing Panel that a certificant has violated the Standards of Professional Conduct, the Certificant may submit a written request for an appeal to the Chair. No formal hearing is necessary, nor personal appearance required. Upon receipt of a request for appeal, the Chair shall appoint a special Appeals Committee consisting of no less than three nor more than five individuals serving on the Board who were not members of the Hearing Panel. No one with any personal involvement or conflict of interest may participate in the appeals process.

B. Until such time as the appeal has been conducted, the Certificant may not use the CMCA certification mark or make any reference to being certified. However, no revocation, suspension, or publication begins until the appeal is completed.

C. The Appeals Committee may only review whether the determination made by the Hearing Panel of a violation of the Standards of Professional Conduct was inappropriate because of:

1. material errors of fact, or
2. failure of the Hearing Panel to conform to published criteria, policies, or procedures.

Only facts and conditions up to and including the time of the determination of the Hearing Panel as represented by facts

known to the Hearing Panel are considered during appeal.

D. The Appeals Committee shall conduct and complete the appeal within ninety (90) business days after receipt of the request for appeal. Written appellate submissions and any reply submissions may be made by authorized representatives of the Certificant and of the Hearing Panel. Submissions are made according to whatever schedule is reasonably established by the Appeals Committee.

E. If the Appeals Committee concurs with the recommendation of the Hearing Panel, the determination and imposition of a sanction shall be promulgated by written notice to the Certificant, the Certificant's employer (if applicable), and the Complainant. The Appeals Committee's decision shall either affirm or overrule the determination made by the Hearing Panel, but shall not address a sanction imposed by the Hearing Panel if the decision is upheld. The decision of the Appeals Committee is final.

IX. REDESIGNATION

A. If a Certificant who is the subject of a complaint voluntarily surrenders his or her National Board Certification at any time during the pendency of a complaint under these procedures, the complaint is dismissed without any further action by the Review Panel or the Board. The entire record is sealed and the individual may not reapply for certification by NBC-CAM. However, the Board may authorize the Chair of the Board to communicate the fact and date of resignation, and the fact and general nature of the complaint that was pending at the time of resignation, to or at the request of a government entity engaged in the administration of law. Similarly, in the event of such resignation, the Certificant's employer and the Complainant(s) shall be notified of the fact and date of resignation and that the Board has dismissed the complaint as a result.

B. If a Certificant who is the subject of a complaint permits the certification to expire during the pendency of the complaint investigation and hearing process, the complaint will be dismissed without further action by the Review Panel or the Board. If, however, the Certificant reapplies for certification, then the investigation shall be reopened and the hearing process continued.

X. RECERTIFICATION

The Board is also responsible for review of the recertification process, under requirements for recertification promulgated by the Board. The Chair of the Board shall appoint a Board sub-committee from members of the Board, which shall review all matters concerning recertification. The Committee will recommend appropriate actions in all situations, for final approval by the Board. An individual who is denied recertification may appeal the decision to the Board, but has no right of formal appeal under the appeal procedures above.

XI. Timeline as Set Forth in these Procedures

DEADLINE

Day 1	Complaint Received
Day 8	Executive Director notifies Complainant that complaint is being reviewed
Day 8	Executive Director notifies Certificant that a complaint has been filed against them and is being reviewed.
Day 46	Review Panel Chair and Executive Determine if complaint requires an investigation.
Day 46	Review Panel Chair appoints Investigating Member(s), if necessary
Day 53	Executive Director notify Complainant and Certificant if an Investigation will ensue
Day 81	Investigating Member(s) must request extension if necessary
Day 91	Investigating Member(s) written report must be submitted to the Executive Director
Day 98	Executive Director notify Complainant and Certificant of the results of the Investigation
Day 128	Complainant must provide response to Executive Director regarding Investigation results Hearing
Day 7 from Hearing Results	Executive Director must notify Certificant and Complainant of hearing results
Day 30 from Hearing Results	Appeal must be filed by Complainant

CMCA STANDARDS OF PROFESSIONAL CONDUCT CODE CLARIFICATION

A. AUTHORITY

The Standards derive authority from the National Board of Certification for Community Association Managers (NBC-CAM). NBC-CAM has established these Standards of Professional Conduct for those individuals who hold the Certified Manager of Community Associations (CMCA) certification.

B. DEFINITIONS

The Standards shall apply in any manager-client relationship where the manager receives some form of compensation for professional services offered or provided to the client.

1. Manager – a singular term which shall apply to all of the following persons providing or offering some form of property or financial or administrative or consulting services to one or more clients:

- a. A single practitioner functioning as a client employee, or
- b. A single practitioner employed by a firm contracted by one or more clients, or
- c. A principal or supervisory staff member for a firm which is contracted by one or more clients.

An individual who agrees to abide by the Standards shall also be responsible to see that any person under his/her supervision shall comply with the Standards.

2. Client – a singular term which shall apply to one or more community association properties (condominium, homeowner association, cooperative, PUD's, PRD's, etc.) and their governing boards. The client may employ the manager directly or be under some form of independent contract with a firm which employs the manager.

C. AMPLIFICATION

The following information and examples are provided by NBC-CAM to further explain some of the tenets of the Standards of Professional Conduct.

1. To be knowledgeable, act, and encourage clients to act in accordance with state and federal laws which relate to community associations. A manager must be knowledgeable of the laws and govern their actions in accordance with those laws.

2. To be knowledgeable, comply, and encourage clients to comply with the governing documents means to implement policies and procedures in accordance with the documents. An example would be that if the governing documents prohibit fines for owners in violation of the documents, then the manager should not recommend fining as a method to the Client's Board.

3. Always be truthful.

4. Any legal advice should be provided to the association by the association attorney. This includes drafting of amendments to the documents, and the interpretation of legal language that affects board actions.

5. Disclosure of any possible conflict of interest is the key factor. For example, a manager (individually or through a company) may have financial interest or contractual arrangement with a service contractor, supplier, or professional firm which is being considered by that manager's client. Disclosure must be in writing and sufficiently in advance of the selection process to allow full consideration of the possible conflict and any alternatives. The fact that the client may still choose the manager's related entity is not a violation of the Standards, provided ample disclosure was given.

6. NBC-CAM recommends managers do not accept gifts and/or service-in-kind from vendors and/or contractors of any substantive value. Gifts worth less than \$200 are not viewed as having influence on a manager.

7. Continuing professional education requirements shall be consistent with that manager's professional designation, if any, and the NBC-CAM recertification requirements. The manager must adhere to the CMCA Standards of Professional Conduct and must be truthful on all certification related applications.

8. A fiduciary duty is defined as a legal or ethical relationship of confidence or trust between two or more parties.

9. While there are many examples of unprofessional behavior, the professional breach must be a material lack of professionalism as opposed to a misunderstanding, difference of opinion, personality conflict or simple human error.

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10. Regardless of the details surrounding the separation of the manager and the client, the CMCA must return original records, files and books within a reasonable time to the client.

Original records, files, and books are those items that were given to the manager at the beginning of his/her engagement or were developed by the manager and/or the client during the period of the manager's engagement. This definition may be further expanded by the management agreement and/or applicable state statutes.

Unless provided in such an agreement or otherwise, the manager has no obligation to provide the client with client-related computerized data unless the client owns the computer and software and such data can be separate from the data and software which are property of the manager.

For example, if the manager is a company that maintains homeowner information on its central computer, the manager shall provide a printout of the homeowner information for the client, but need not provide that data via disk or tape. Those items that the manager brought to and used during the engagement, such as operation or procedure manuals, remain the property of the manager.

While the manager must return or forward all records, files, and books, he or she may retain photocopies of these key materials that might be necessary for the manager in dealing with post-engagement client-related matters. The manager shall maintain a duty of confidentiality beyond the termination of representation.

D. FUTURE

NBC-CAM may expand application of these Standards, and NBC-CAM reserves the right to update, or amend both the CMCA Standards of Professional Conduct and this Clarification Document. Any such revision, updating or amendment shall be promptly promulgated to those who achieve a CMCA and, after due notice, will apply to all CMCAs subject to the Standards.

E. DISCIPLINARY ACTION

After an internal investigation and hearing as provided in CMCA Standards of Professional Conduct Enforcement Procedures Policy, a manager found to be in violation of the standards shall face a sanction in accordance with the enforcement policies adopted by NBC-CAM. The extent of such sanction shall be commensurate with the nature, severity, and intent of the violation.

Violation of the Standards shall face a sanction in accordance with the enforcement policies adopted by NBC-CAM. The extent of such sanction shall be commensurate with the nature, severity and intent of the violation.

Procedures to File a Complaint

Overview

A CMCA is a voluntary certification earned by community 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 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.

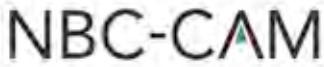
Violations of any of these Standards of Professional Conduct may be grounds for administrative action and possible revocation of the CMCA certification by the National Board of Certification for Community Association Managers.

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 703-836-6902.

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

225 Reinekers Lane, Suite 310 | Alexandria, VA 22314
703.836-.6905 | 1.866.779.CMCA |703-684.1581 Fax
www.nbccam.org



National Board of Certification
for Community Association Managers

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 on 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 _____

Address _____

City, State, Zip _____

Phone _____ E-mail _____

- 3. Please enter information about your complaint. On a separate sheet, please describe the complaint and the reasons you believe a violation of a specific Standard of Professional Conduct exists. Please indicate which of the [Standards of Professional Conduct](#) has (have) been violated. In addition, please provide official documentation (meeting minutes, correspondence, etc...) to substantiate the complaint. Please highlight the relevant areas in the official documentation.

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 details: _____

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) _____

- 4. Please sign and date the complaint form.

Signature _____ Date: _____

- 5. Please submit the complaint form to:

NBC-CAM

Attn: Confidential Complaint

225 Reinekers Lane, Suite 310 | Alexandria, VA 22314

703.83.6905 | 1.866.779.CMCA |703.684.1581 Fax

NBC-CAM

National Board of Certification
for Community Association Manage

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