



# American Council for Accredited Certification

## Official Complaint

This form is supplied by the American Council for Accredited Certification (ACAC) to individuals, organizations or other groups (the Complainants) for the purpose of documenting formal charges under the ACAC code of conduct against a Council-certified professional (the Subject). In order to initiate complaint procedures, the complainant must fill out this form completely, notarize it and forward it via certified mail to the following address. Incomplete forms will not be considered.

Certification Administrator  
American Council for Accredited Certification  
PO Box 1000  
Yarnell, AZ 85362

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### COMPLAINANT INFORMATION

Give the following information for the individual, group or organization making the complaint:

Name:

Address:

City:

State:

ZIP:

Phone:

Email:

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### SUBJECT INFORMATION

Give the following information for the Council-certified professional against whom the complaint is directed:

Name:

Address:

City:

State:

ZIP:

Phone:

Email:

ACAC Certification:

**1. Statement of Complaint**

Provide a 200-word summary of the facts supporting the complaint, including a clear explanation of the activities that, in the complainant's opinion, constitute a violation of the ACAC code of conduct. This explanation must provide sufficient detail to allow the subject to answer the allegations. Attach additional pages if necessary.

**2. Applicable provisions of the ACAC code of conduct**

List the provisions of the current ACAC code of conduct that the complainant believes the subject has violated.

**3. Related actions**

List any actions taken or contemplated by the complainant that relate to this complaint, including complaints filed with local, state or federal licensure or regulatory boards, courts, employers, etc.

**4. List of witnesses and documents to be submitted**

Provide the names and phone numbers of witnesses to the alleged violations of the ACAC code of conduct. Provide a list of documents that the complainant wishes to be considered in this case, and attach the documents to this form.

**5. Affidavit**

By submitting this official complaint, I formally accuse the Council-certified professional named on page 1 of violating the ACAC code of conduct.

I have read the ACAC procedures governing the resolution of such complaints and agree to abide by this process and hold harmless the American Council for Accredited Certification from any liability in connection with this complaint.

I understand that copies of this complaint and all other documents relevant to this case will be forwarded to the accused Council-certified professional.

I further certify that the allegations made in this complaint are true and accurate to the best of my knowledge and that this allegation is made in good faith.

\_\_\_\_\_  
Complainant Name

\_\_\_\_\_  
Complainant Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Notary Public

\_\_\_\_\_  
Date

Notary Seal

This form must be completed, notarized and forwarded via certified mail to:

Certification Administrator  
American Council for Accredited Certification  
PO Box 1000  
Yarnell, AZ 85362

## **ACAC Code of Conduct**

### **Preamble:**

The American Council for Accredited Certification (ACAC) is a professional association that serves as a certifying body for professionals in various fields.

The Board of Directors has adopted, and commends to its certificants, the following code of conduct.

### **Objective:**

The objective of this code is to provide guidance for appropriate conduct for the certificants of the American Council for Accredited Certification as they engage in their individual professions.

### **Rules of Conduct:**

Certificants of the American Council for Accredited Certification shall:

1. Practice their respective professions following accepted industry standards and guidelines.
2. Exercise caution not to misrepresent their credentials, training or experience in the course of their professional activities.
3. Deal responsibly in advising parties regarding potential damage to property and/or risk to health.
4. Maintain confidentiality concerning both personal and business information gathered in the performance of their professions, except in the case of overriding legal and/or health concerns.
5. Avoid instances where conflict of interest or compromise of professional judgment may occur.
6. Act with integrity to uphold the standards of their profession and of the Council and avoid any conduct that could adversely reflect on the Council and its certificants.

## **ACAC Complaint Resolution Procedures**

The Certification Board is responsible for all facets of the certification program, including the review and evaluation of applications, the development and administration of examinations, the granting and reissuing of certificates and the adjudication of complaints against certificants. Any holder of a valid Council certification or applicant for such a certification may appeal the decisions of the Certification Board.

1. If a Council-certified professional fails to abide by the American Council for Accredited Certification code of conduct or is formally accused of gross negligence in the performance of his or her professional duties, the Certification Board may vote to refuse re-certification.
2. Formal complaints or appeals shall be made in writing via certified mail to the Certification Administrator.
3. In the case of complaints, the Certification Administrator shall forward the complaint to the accused certificant and allow him or her ample time to respond.
4. The Certification Administrator, at the direction of the Executive Committee, may forward the complaint or appeal to the Certification Board, which oversees the certification program in question.
5. The Certification Board will rule on each complaint or appeal by unanimous vote.
6. Once the Certification Board has ruled, a complaint or appeal may be requested to be continued in writing via certified mail to the National Advisory Board.
7. The National Advisory Board will be the final court of appeal and will rule on the complaint or appeal by unanimous vote.
8. In resolving complaints or appeals, ACAC may rule only on its own decisions to grant or deny certification and recertification.