



100 North 20th Street, 4th Floor • Philadelphia, PA 19103-1443
Phone: 215-564-3484 • Fax: 215-963-9784 • info@AMCInstitute.org • www.AMCInstitute.org

Procedures for Alleged Violations of AMC Institute Accreditation Standards

Purpose and Procedures

The AMC Institute* has developed a *Standard of Good Practices* for the Association Management industry. The AMC Institute Standard assists an Association Management Company (AMC) in establishing its own internal quality service system. The AMC Institute Standard will be used as the source document on Good Practices for the AMC Institute Accreditation Program.

This Standard is intended to encourage the development of improved management practices and it is the responsibility of AMCs to stay current on the latest revisions to this Standard as they become identified. Conformance to this Standard conveys a message to the AMCs' present and prospective clients and the marketplace that the AMC has demonstrated the commitment to deliver quality service. These guidelines and procedures are intended to be constructive and educational, rather than punitive. In this way, unprofessional conduct can be prevented.

Clear criteria for maintaining the procedures for disciplinary actions will not only enhance professional credibility but also advance the standards of the industry. Every accredited AMC shall affirm annually its intent to comply with the AMC Institute Standard and these Procedures for Alleged Violations of AMC Institute Accreditation Standards.

The AMC Institute Standard assists professional association management companies in the establishment of their own internal quality systems. Accredited AMCs agree to be bound by the AMC Institute Standard and recognize that the success of the AMC Institute will require diligence in creating awareness to its members of the obligations thereunder.

No accredited AMC shall in any way attempt to persuade, induce, or coerce another AMC to breach the AMC Institute Standard, and hereto agrees that inducing a breach is to be considered a violation of the same. Accredited AMCs will be responsible for any violation by their agents, representatives, and employees if the Accreditation Review Board (ARB) – *the 4-6 appointed individuals with the authority to discuss, review, and advise regarding these procedures* - finds, after considering all the facts and circumstances, that the responsible member has authorized, condoned, or supported such violation, or in any other way failed to prevent a violation from occurring where the responsible member had actual knowledge of the violation.

* formerly the International Association of Association Management Companies or IAAMC



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Section 1. Submitting a Complaint

All complaints **MUST** be filed **IN WRITING** and signed by an authorized official of the complaining party (*Complainant*).

Should AMC Institute receive an inquiry or complaint by phone, fax, mail, or in person, staff will inform the Complainant of procedures to officially file a complaint. It may be that an individual is simply making an inquiry as to clarification of a policy or procedure, in which case staff may provide guidance and resolve the issue. In this case the inquiry would not be considered an official complaint. Should staff determine based on the information provided that an actual procedure may have been violated the Complainant will be so advised and instructed to submit a written complaint.

It is the Complainant's responsibility to submit a formal, written complaint to AMC Institute. If no written complaint is received within thirty (30) days, no further action will be taken on behalf of the Complainant.

The written complaint must state with specificity the section of the Accreditation Standard that the AMC is alleged to have violated, and include all data, allegations, information or documentation supporting the allegation. The Complainant shall include a statement that grants a limited waiver of confidentiality for the sole purpose of allowing the members of the ARB to fully investigate the complaint.

ARB shall advise the Complainant that any information pertaining to the complaint may be provided to concerned parties, including but not limited to, members of the ARB, the Board of Appeals (*group of experienced members called upon to share their expertise and provide advice upon review of a complaint during the appeals process - all decisions made by the Board of Appeals are final*), potential witnesses, the accused member (*Respondent*) and, if necessary, members of the Board of Directors. The Complainant will be advised that refusal to waive confidentiality may impede the investigation conducted by the ARB.

Should a complaint be filed directly against headquarters and or its staff members, the complaint will be immediately assigned to the ARB. The ARB will then take full responsibility for processing the complaint and handling all administrative aspects involving the Formal Complaint Procedure.

Section 2. Acknowledgment and Response

If it is determined by the ARB review that the complaint is valid, AMC Institute staff will notify the Respondent AMC of the complaint with any appropriate documentation and that he/she has thirty (30) days to file a formal response to the complaint. The Respondent shall respond to the allegations in the complaint, which shall include all data, information and documentation supporting its position. A description of corrective measures taken or intended to be taken may be included. Failure by the Respondent to provide a response within thirty (30) days shall result in a default judgment with no right of appeal. The response will be reviewed by the ARB and shared with the Complainant.



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Section 3. Determination

Once the ARB has received a response and any documentation from the respondent, the ARB may investigate anything contained in the documentation in its sole discretion. This may be assigned to one member of the ARB or to the entire ARB. The ARB may, in its sole discretion, hold a hearing under the terms and conditions it deems appropriate. Within thirty (30) days of receiving the response, or, if a hearing is held, within 30 days of the hearing, the ARB will make a determination on the matter. All members of the ARB shall have a vote. The ARB may determine that a violation has occurred only upon a finding of clear and convincing evidence by a unanimous vote of the ARB.

If the ARB determines that a violation has occurred, the ARB will then decide by majority vote as to the sanction to be imposed. The determination will then be mailed to all parties, certified mail, return receipt or overnight delivery with signature confirmation and receipt. Whatever the outcome of the determination, either party shall have the right of appeal under Section 4.

Section 4. Accepting Judgment

Either party shall have the right within fifteen (15) days of receiving an ARB decision to request a further review be conducted by a Board of Appeals. If neither party files an appeal within fifteen (15) days, the decision of the ARB pursuant to Section 3 hereof shall be final. The Respondent and the Complainant shall each have the right to be represented by their own legal counsel.

Procedures for the Board of Appeals will be as follows:

The proceeding before the Board of Appeals shall be based on written submissions by the interested parties per the schedule set forth below.

To initiate an appeal, the appealing party shall file a notice of appeal and supporting brief specifically stating the grounds for appeal. The ARB shall then provide within 30 days the entire record of all information and proceedings before it to the Board of Appeals. The responding party shall have 30 days from the filing of the appeal to provide a response brief to the Board of Appeals. The Chair of the Board of Appeals shall conduct the appeal process and may solicit further information from any and all parties involved. All correspondence shall be delivered to the AMC Institute headquarters via certified mail return receipt requested or overnight delivery. AMC Institute headquarters staff will compile the appeals information from both parties for the Board of Appeals review.

The Board of Appeals shall consider the appeal at its next meeting held after the reply submission is filed. All matters heard on appeal will be submitted in a written presentation. If the Board of Appeals deems it necessary, it will hear oral presentations by the parties. The Board of Appeals shall render a final determination within thirty (30) days following the meeting at which the appeal is addressed. A unanimous vote of the Board of Appeals finding that the ARB decision was clearly erroneous is necessary to overturn a determination of the ARB. The decision of the Board of Appeals will be final.



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The Chair of the Board of Appeals shall notify the Complainant and the Respondent of the Board of Appeal's determination and any recommendations within twenty four (24) hours of the final decision.

Section 5. Sanctions

If it is determined that grounds exist to take disciplinary action against an accredited AMC one or more of the following actions may be taken or such other action(s) as the ARB may deem appropriate:

1. Require the AMC to engage in remedial education and/or training;
2. Suspend AMC's accreditation for a period of time, and/or require the AMC to participate in a mandatory audit of continuing education for a period of time;
3. Deny an accredited AMC application for reaccreditation for a period of time;
4. Publish findings and sanctions in AMC Institute publications;
5. Notify other legitimately interested parties of findings and disciplinary action.

INSTRUCTIONS

All complaints should be filed IN WRITING and signed by the chief official of the complaining party. The following items must be submitted in order for AMC Institute to review and process your complaint:

- Formal, written complaint and supporting documentation
- Submittal Form (Form #1), including a brief statement on how this complaint directly relates to a violation of the AMC Institute Standard
- Authorization Form (Form #2)

All documentation listed above should be submitted directly to:

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SUBMITTAL FORM

All complaints must be filed IN WRITING and signed by the chief official of the complaining party. The following items must be submitted in order for AMC Institute to review and process your complaint:

- Formal, written complaint and supporting documentation
- This Submittal Form, including a brief statement on how this complaint directly relates to a violation of the AMC Institute Standard
- Authorization Form

All documentation listed above should be submitted directly to:

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Date _____

Name _____ Title _____

Company Name _____

Address _____

City _____ Province/State _____

Postal Code _____ Country _____

Phone _____ Fax _____

Email _____

Website _____



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AUTHORIZATION FORM

I, _____, hereby authorize the AMC Institute to
Name of Complainant
release the enclosed letter and / or other supporting documentation to _____,
Name of Respondent
members of the AMC Institute Accreditation Review Board, the AMC Institute Board of Appeals,
potential witnesses, and if necessary, the AMC Institute Board of Directors.

Signature of Complainant

Name of Complainant's Organization

Date

Witness Signature

Date