**Instructions for Submitting an IREM® Ethics Complaint**

Please note the following information before completing and submitting an Ethics Complaint (“Complaint”):

* IREM is a membership association; we have jurisdiction only over our members’ adherence to the IREM Code of Professional Ethics or AMO Code of Professional Ethics (“Codes”). Confirm that the individual or firm is a current IREM member before submitting an ethics complaint. [**Click here to search for an IREM member or AMO Firm**](https://www.irem.org/about-irem/member--amo-directories)
* Issues involving miscommunications, business judgment, or human error are distinguished from definable unethical behavior – and are generally not within the scope of the Code(s).
* If a member is found in violation of a Code(s), disciplinary action does not include legal or civil action; disciplinary action, if any, only effects a member’s IREM membership.
* If a Complaint is dismissed by our governing board, it does not mean they do not believe you. Rather, it means they have determined that allegations do not support a possible violation of the cited Code.

**Completing a Complaint Form**

Complainant/Respondent Information: To expedite the ethics process, most communications regarding the status of ethics complaints and/or Board decisions are sent via email. As such, provide all your current contact information for both the Complainant and Respondent.

Statement of Facts: Your complaint should include a narrative description of the circumstances that lead you to believe the IREM and/or AMO Code of Professional Ethics may have been violated – state concisely, but thoroughly, all of the pertinent facts that support your allegations.

* You may include supporting documentation as exhibits of no more than **100 pages total** in support of the alleged violation(s); supporting documentation relevant to your case may include, as appropriate, but not limited to: management agreements, financial statements, contracts, letters, emails, invoices, paid receipts, permits, police reports, insurance claims, photographs, HOA or condo association bylaws. All exhibits must be referenced by page number on the complaint form.
* For voluminous documents – if only a few pages are relevant, excerpts are acceptable (if the full document is available for review upon request);
* If including full document, you must specifically reference the section(s)/page(s) germane to your case
* Photographs and/or videos may be used as supporting documentation, however:
  + USB flash/thumb drive, disks, or email are **NOT** acceptable
  + Photos must be included on a standard letter-size paper; videos must be included as a URL/link, and listed under exhibits

Exhibits: List all supporting documentation as exhibits and reference each in the statement of facts on the Complaint Form, and include: title of the document/type of document, page numbers, and brief description of how it supports your case. All documents, including photos, must be on standard letter-size paper and printed single-sided.

Citation of Code(s): The purpose of submitting a Complaint is to report a violation(s) of the Code(s) by an IREM member or AMO Firm. As such, you must include the article(s) of the appropriate Code(s) you believe the Respondent has violated and support your allegations.

**Formatting a Complaint Form**

Your complaint must be formatted as follows:

* The Complaint Form should be the first page
* All pages, including exhibits, should be combined into one document
* Sequentially number the pages, including Exhibits once all documents are combined into one document

**Submit Complaint to** [**ethics@irem.org**](mailto:ethics@irem.org) **– you will be notified via mail when your Complaint is received.**

**Questions?**

Contact IREM Ethics Administrator, Lee Anne Bloechl, at (312) 329-6094 or at ethics@irem.org

**Remove this instructional page before combining Complaint Form and Exhibits into 1 document for submission**

|  |  |  |
| --- | --- | --- |
| IREM® Ethics Complaint Form  Submitted to IREM (Institute of Real Estate Management) | | |
| **Complainant Information** | | |
| **Name:** Click here to add full name | | |
| Mailing Address: Address Line 1  City, ST Zip Code | | **Phone:** Click here to add phone  **Email:** Click here to add email |
| Respondent Information | | |
| **Name:** Click here to add full name | | |
| **Company:** Click here to add company | | |
| Mailing Address: Address Line 1  City, ST Zip Code | | **Phone:** Click here to add phone  **Email:** Click here to add email |
| **Respondent’s IREM Membership Status** | CPM**®**  CPM**®** Candidate  ARM**®**  ACoM  Associate  Student/Academic  AMO® (firm only) | |
| **Complainant/Respondent Relationship** | | |
| Click here to add relationship | | |
| **Statement of Facts** | | |
| Click here to add statement of facts that state concisely, but thoroughly, all of the pertinent facts that support your Complaint; include a timeline of events/issues with relevant dates, in order. Reference appropriate supporting documentation to support your Complaint, if applicable. | | |
| **Exhibits** | | |
| Click here to add a list of all supporting documents (Exhibits) referenced in the statement of facts; include the title of document, page numbers, and how it supports your case | | |
| **Others Informed of Complaint** | | |
| Click here to add individuals who have information about the nature of the Complaint; include their name, contact information, and how they are/were involved and or relevant to the Complaint. | | |
| **Citation of Code(s) and Article(s)** | | |
| **I believe that the conduct alleged above violates article(s) of the following code:**    IREM Code of Professional Ethics (individual members)  AMOCode of Professional Ethics (firms) | | |
| **I believe the Respondent is in violation of the following pledge/article(s) of this code:**  *Select all that apply, based on the appropriate code selected above.*  Pledge  Article 1  Article 2  Article 3  Article 4  Article 5  Article 6  Article 7  Article 8  Article 9  Article 10  Article 11  Article 12\*  Article 13\*  Article 14\*  *\* Articles in IREM Code of Professional Ethics only* | | |
| **Affirmation of Complaint** | | |
| By signing and dating below, I hereby affirm the facts stated in this complaint are true to the best of my knowledge and belief. | | |
| **Complainant’s Signature**  *Typing your name above give consent as an electronic signature* | | **Date:** Click here to enter today’s date |