

Instructions for submitting an IREM® Ethics Complaint

Please note the following information before completing and submitting an IREM 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 of Ethics").
- Confirm that the individual or firm is currently a member of IREM.
[Click here](#) to search for an IREM member or AMO Firm. Members may opt-out of the public directory, so if an individual is not listed please email IREM at getinfo@irem.org to confirm membership.
- Issues involving miscommunications, business judgment, or human error are distinguished from definable unethical behavior – and are generally not within the scope of the Codes of Ethics.
- If a member is found in violation of the Codes of Ethics, 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 ethics 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 Codes of Ethics.

Completing a Complaint Form

This IREM Ethics Complaint Form must be completed in its entirety. If your Complaint is against more than one Respondent, i.e., two individual IREM members or an individual IREM member and an AMO firm, you must complete a Complaint Form for each Respondent. Please understand the **purpose of submitting a Complaint is to report an alleged violation(s) of the Codes of Ethics by an IREM member or AMO Firm**

Citation of Codes of Ethics: You must indicate which of the article(s) of the appropriate Code of Ethics you believe the Respondent has violated that support your allegations. Please review the Code(s) to determine applicable article(s).

Complainant/Respondent information: To expedite the ethics process to the degree possible, all communications regarding the status of Complaints and/or IREM Ethics Boards' decisions are sent via email. As such, current contact information for both the Complainant and Respondent must be included.

Statement of Facts: Include in this section 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. In chronological order, include a timeline of events/issues with relevant dates. Reference supporting documentation (Exhibits) to support your Complaint, as noted below.

Exhibits: You may include supporting documentation as Exhibits that is no more than 100 pages total and clearly supports the alleged violation(s) as noted in your Statement of Facts. Each Exhibit must be referenced in the Statement of Facts and include title of the document, page numbers, and brief description of how it supports your case. Supporting documentation relevant to your case may include, as appropriate, but is 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 under this section of 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 a 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, they must be included as part of the Exhibits – a SB flash/thumb drive, disks, or separate email are NOT acceptable.
- Videos may be used as supporting documentation; however, they must be included as a URL/link listed in the Exhibits section of the Complaint Form.

Submitting a Complaint Form

Your Complaint must be formatted as follows:

- Delete the first two instructional pages – the Complaint Form should be the first page.
- All pages, including exhibits, should be combined into one PDF document.
- Once all documents are combined into one PDF document, sequentially number the pages. Be sure Exhibit page numbers are referenced in the Statement of Facts and Exhibit sections above.

Submit your Complaint via email to ethics@irem.org. Within 3-5 business days, you will receive a confirmation of receipt with next steps outlined.

Review process and timing

- Scheduling a meeting of the IREM Ethics Inquiry Board to review your Complaint can take 30-45 days; after that meeting is held, you will be notified of the Board's decision via email.
- No additional information can be provided until after this meeting is held.

Questions? Contact IREM Ethics Administrator, Lee Anne Marinca, at 312-329-6094 or ethics@irem.org

IREM® Ethics Complaint Form

For admin use only

Case #

Date Received

Complainant Information

Name

Address

City

State/Province

Zip

Phone

Email

Respondent Information

Respondent's IREM Membership Status ☐ CPM® ☐ CPM® candidate ☐ ARM® ☐ ACoM
☐ Associate ☐ Student/Academic ☐ AMO® (firm only)

Check all that apply

Name

Company

Address

City

State/Province

Zip

Phone

Email

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Citation of Code(s) and Article(s)

I believe the Respondent's conduct alleged in the Statement of Facts violates the following pledge/article(s) of the IREM/AMO Code of Professional Ethics:

Select the appropriate Code of Ethics and corresponding pledge/article(s) below:

☐ [IREM Code of Professional Ethics](#) (individual members)

- ☐ IREM Pledge
- ☐ Article 1. Loyalty to Client, Firm, and/or Employer
- ☐ Article 2. Confidentiality
- ☐ Article 3. Accounting and Reporting
- ☐ Article 4. Protection of Funds
- ☐ Article 5. Relations with Other Members of the Profession
- ☐ Article 6. Contracts
- ☐ Article 7. Conflict of Interest
- ☐ Article 8. Managing the Assets of the Client
- ☐ Article 9. Duty to Former Clients and Former Firms or Employers
- ☐ Article 10. Compliance with Laws and Regulations
- ☐ Article 11. Equal Opportunity
- ☐ Article 12. Duty to Tenants and Others
- ☐ Article 13. Duty to Report Violations

☐ [AMO Code of Professional Ethics](#) (firms)

- ☐ AMO Pledge
- ☐ Article 1. Services to Client
- ☐ Article 2. Contractual Duties
- ☐ Article 3. Accounting
- ☐ Article 4. Reporting
- ☐ Article 5. Fiduciary Responsibility
- ☐ Article 6. Relations with Other Organizations in the Profession
- ☐ Article 7. Conflict of Interest
- ☐ Article 8. Disclosure
- ☐ Article 9. Compliance with Laws and Regulations
- ☐ Article 10. Equal Opportunity
- ☐ Article 11. Enforcement

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Complainant/Respondent Relationship

Click below to add/explain your relationship to the Respondent.

Others Informed of Complaint

Click below 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.

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Statement of Facts

Click below 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 (Exhibits) to support your Complaint, if applicable. Maximum of 5,150 characters can be added below; continue on next page if needed.

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Statement of Facts (continued)

If you need additional space for your Statement of Facts, continue below. Maximum 5,480 characters.

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Exhibits

Click below 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**. If none, leave blank.

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.

Signature

Typing your full name will serve as a signature

Date