

# 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"), IREM Bylaws, and/or policies.

**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](mailto: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, IREM Bylaws, or policies.
- If a member is found in violation of the Codes of Ethics, IREM Bylaws, or policies, 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 panels, 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. **Please understand the purpose of submitting a Complaint is to report an alleged violation(s) of the Codes of Ethics, IREM Bylaws, or policies by an IREM member or AMO Firm.**

- **Citation of Codes of Ethics, IREM Bylaws, and/or policies:** You must indicate which of the article(s) of the appropriate Code of Ethics, or the specific location in the IREM Bylaws or policies you believe the Respondent has violated that support your allegations. Please review the Code(s), IREM Bylaws, and/or policies 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 are no more than 100 pages total and clearly support 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.**
  - o 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.
  - o 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 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](mailto: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 Panel'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](mailto:ethics@irem.org)

**Remove page 1 and page 2 of instructional text before submitting complaint.**

# 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** (select all that apply)

- ☐ CPM®    ☐ CPM® candidate    ☐ ARM®    ☐ ACoM    ☐ Associate  
☐ Student/Academic    ☐ AMO® (firm only)

Name

Address

City

State/Province

Zip

Phone

Email

# IREM® Ethics Complaint Form

## Complainant/Respondent Relationship

Add/explain your relation to the Respondent here

## Others Informed of Complaint

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.

# IREM® Ethics Complaint Form

## Citation of Code(s), IREM Bylaws and/or policies

Please indicate below how you believe the Respondent's alleged conduct violates one or more of the following:

- **IREM Bylaws** (individual members or firms)  
Add the location (article, section, and page number) from the IREM Bylaws of where you believe a violation occurred. You'll provide supporting details of how and why in the **Statement of Facts** section below.
- **IREM Statement of Policies** (individual members or firms)  
Add the location (article, section, and page number) from the IREM Statement of Policies of where you believe a violation occurred. You'll provide supporting details of how and why in the **Statement of Facts** section below. **DO NOT INCLUDE THE ETHICS CODES** (Article II, Section 5.1 or 5.2).

Select all that apply; must select at least one (1) of the four (4) options 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

☐ **IREM Bylaws** (individual members or firms)

Add the location in the IREM Bylaws as to where the violation occurred – include Article, Section, and page number. You will provide details how and why the Respondent is allegedly in violation in the **Statement of Facts** section below.

☐ **IREM Statement of Policies** (individual members or firms)

Add the location in the IREM Statement of Policies as to where a violation occurred – include Article, Section, and page number. **DO NOT INCLUDE THE CODES** (Article II, Section 5.1 or 5.2). You will provide details how and why the Respondent is allegedly in violation in the **Statement of Facts** section below

# IREM® Ethics Complaint Form

## Statement of Facts

Add your Statement of Facts that states 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.

# IREM® Ethics Complaint Form

## Statement of Facts (continued)

If you need additional space for your Statement of Facts, continue below. Maximum 4,535 characters.

# IREM® Ethics Complaint Form

## Exhibits

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**.

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## 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