



FILING A COMPLAINT

North Carolina Association of Professional Process Servers

A member is entitled to have the Association resolve - at no charge - a complaint against another member which involves:

- 1) nonpayment for services rendered, or
- 2) unethical or unprofessional conduct

- The procedure for filing a **non-payment** complaint is different from the procedure followed in filing a complaint for **unethical conduct**. The process for filing each of these types of complaint is outlined on the following page. Please read it carefully!
- The official rules governing the handling of arbitration and grievance matters are contained in the **NCAPPS Policy Manual**, the full text of which is on the NCAPPS website, or it may be obtained from the NCAPPS office by calling 336-516-7896.
- The Arbitration & Grievance Committee cannot act in a dispute between a member and a non-member, or in payment disputes between business partners or between individuals having an employer-employee relationship.
- Members will be required to produce copies of transmittal letters, invoices and other relevant documents to prove their claim. Members can avoid many disputes by the regular and proper use of the NCAPPS **Request For Service** form, which is on the NCAPPS website www.ncapps.org in the "Forms" section.
- Keep in mind that this grievance procedure is the only effective means the Association has of controlling the quality of work of its members. If you have a legitimate grievance...pursue it.
- Lastly, under no circumstances should you ignore a complaint filed against you. Even though you may feel the complaint is frivolous or unfounded, you must cooperate with the Arbitration & Grievance Committee in its investigation. If you refuse to cooperate you can be expelled.

If you have any questions or need assistance, please contact:

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