



PROCEDURE FOR FILING A COMPLAINT

North Carolina Association of Professional Process Servers

TO FILE A COMPLAINT FOR NONPAYMENT OF A BILL

Important Note: The debt must be at least **90 days** old.

Step 1: Fill in the ***Notice of Intent to File Complaint*** (obtain from the NCAPPS website at www.ncapps.org in the “Forms” section) and mail it directly to the member who owes you money AND a copy to the Board Member below (address below). Also, be sure to keep a copy. You may need it later on.

If you receive your money within 14 days, there is no need to go to step 2

Step 2: If you do not receive payment of the debt within 14 days, you may submit your claim to the Arbitration & Grievance Committee by sending to the committee (at the address shown below) the following documents:

- 1) a copy of the ***Notice of Intent to File Complaint*** that you sent to the member who owes you the debt;
- 2) a completed ***Non-payment Complaint*** form (also on the NCAPPS website in the “Forms” section), which must be signed by the member filing the complaint;
and
- 3) all evidence (invoice, letters, etc.) which will help you prove your claim.

TO FILE A COMPLAINT FOR UNETHICAL CONDUCT

No special forms are required to file a non-monetary complaint against another member for conduct which you allege to be a violation of the NCAPPS ***Code of Ethics***.

The complaint should be in letter form and should contain the dates and details of the alleged unethical conduct. The letter, along with any evidentiary documents, should be sent directly to the Chairperson of the Arbitration & Grievance Committee.

Jennifer McCracken
324 S. Wilmington Street, Suite 240
Raleigh, NC 27601
NCAPPS VP-Legal and Legislation
(919)886-5001
Email: legal@ncapps.org