



**CONFIDENTIAL**

**MEMBER Code of Conduct COMPLAINT**

Complaint No (office use only): \_\_\_\_\_

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**MEMBER Code of Professional Conduct COMPLAINT**  
**Instructions to individuals completing this form**

- A. This form is supplied by the Association for Project Management (APM), to individuals, groups, or organisations (complainants) who want to submit a code of professional conduct complaint regarding an APM member.
- B. In order to start the complaint process, each complainant must complete, sign and send the form to:

**The Chief Executive**  
**Association for Project Management**  
**Ibis House, Regent Park**  
**Summerleys Road**  
**Princes Risborough**  
**Buckinghamshire**  
**HP27 9LE**

- C. Pursuant to the member code of conduct procedures, the complainant(s) and those against whom the charges are filed shall treat this form and all information submitted to the professional standards committee as confidential.
- D. This form may be downloaded and printed out and submitted to the above address. If the complainant submits it electronically, the complainant(s) must submit all relevant documentation by postal mail to the above address. Confirmation of the receipt of this complaint will be sent by APM staff to the complainant(s). No complaint shall be considered complete until the chief executive receives all required documentation, which includes (1) the completed complaint form, (2) all applicable supplemental information requested on the complaint form, and (3) all documentation and other information requested in writing by the chief executive. Incomplete complaints will not be reviewed by the chief executive. In addition, anonymous complaints, and/or trivial complaints are not permitted and will not be reviewed by the chief executive.
- E. Complainants must review the APM members' code of professional conduct and the APM professional conduct procedural rules, before and during the preparation of a complaint in order to understand the organisation's procedures and standards.
- F. Problems and concerns with the actions of APM staff and volunteer leaders in their APM roles should be reported to the chief executive as a grievance. Any such concerns shall not be raised through this member complaint process. The chief executive will determine how to resolve concerns about organisational or policy matters which involve APM, as a corporate body, or any APM programme, product or service.
- G. Complainants shall be responsible for all costs associated with the filing of a complaint and all personal costs related to their involvement in the member code of professional conduct complaint process.

**Identity of the parties**

Please print in ink the following information. If there is more than one complainant or respondent, attach additional sheets to provide the same information for all individuals.

**A. Complainant(s) information:**

Name (your name):

Address:

Telephone number: (Day) (Evening)

E-mail address:

**B. Information regarding the APM Member against whom the complaint is filed (the "Respondent") - to be provided if known:**

Name:

Address:

Telephone number:

E-mail:

*Nature of the alleged code of professional conduct violation*

1. **Provide a statement of what you consider to be the essential facts involved in the alleged code violation:**

**Note:** This should be a summary from the most important facts which the complainant believes support the issuance of a formal complaint by APM. This factual statement must include a clear explanation of the alleged breach of conduct of the APM member (respondent). The submission of this complaint is subject to review by the chief executive to determine whether sufficient information is presented to constitute a formal complaint. The statement need not include all of the information that the complainant is prepared to present; however, the complainant must explain the facts in sufficient detail to permit the respondent to answer the complaint allegations in the event that the chief executive accepts this complaint. (If the space below is not sufficient, additional pages may be used and attached.)

Each fact should be numbered or otherwise identified, so that it can easily be related to a specific provision of the APM members' code of professional conduct.

[ADDITIONAL SPACE IF NEEDED]

**2. State the applicable provisions of the APM members' code of conduct**

**Note:** The complainant must list all provisions of the APM members' code of professional conduct that the complainant believes have been violated. Relevant portions shall be referred to by appropriate section numbers and quoted in full.

List each specific provision of the code of professional conduct (including the applicable number of the code provision) which you believe have been violated and specifically identify under each such provision the fact or facts that tend to show that a violation has occurred.

3. **To the best of your knowledge, are there any other code of professional conduct complaints, regulatory complaints, or court actions that have been filed by you or anyone else that relate to the same or similar allegations that you have stated in paragraph 1 above? If so, identify such complaints or other actions below.**

**Note:** The complainant should list any actions taken or contemplated that are directed at the same or related complaints. For example, the complainant should identify any legal matters filed, or regulatory boards, courts or other judicial forums, and employers that relate to the issues raised in this complaint. Such actions should be listed regardless of who the individual filing the matter is. Please be advised that you are under a continuing obligation to advise the chief executive of any additional complaints which may be filed subsequent to the time that you submit this complaint or which were previously filed, but of which you did not have knowledge at the time this complaint was submitted.

4. List all persons you believe have knowledge of the matters you have asserted in this complaint and include a brief description of what each person's knowledge is regarding the alleged violation.

**Note:** Please provide each individual's full name, address, telephone number, and other contact information (e.g., e-mail address, to the extent known).



**5. List all documents which you believe to be relevant to the matters asserted in this complaint.**

**Note:** All documents must be listed by type (*e.g.*, letter, e-mail, memo, certificate, etc.), including the date and the name of the individual or organisation that prepared it. All documents listed in this section must be submitted to the chief executive along with this complaint at the same time that this complaint is submitted. If the complaint is being submitted electronically, then all documents must be mailed within ten days of the submission of the complaint in electronic form to the address listed above.

**6. Explain why this issue cannot be, or has not been, resolved through other means:**

**Note:** The chief executive does not accept trivial complaints. APM members have a professional and ethical responsibility to use their best professional efforts to resolve issues prior to filing a code of professional conduct complaint when the issue involves a dispute between APM members. Before filing a complaint, APM members must firstly attempt to use all other appropriate methods and channels, e.g., grievance process, escalation within APM leadership, mediation, etc. to resolve the issue.

*STATEMENT AND CERTIFICATION*

By submitting this complaint, I charge the APM member identified with a violation(s) of the APM members' code of professional conduct. I have read the APM members' code of professional conduct procedure and I agree to abide by the conditions and terms of these rules. I understand that I am required to, and APM shall make reasonable efforts to, keep the information that has been and will be submitted concerning this proceeding confidential, as set forth in the APM members' code of professional conduct rules. I also understand that the accused APM member (respondent) will receive a complete, unedited copy of this document, as well as other information that is submitted with regard to the proceeding. Further, I understand that some or all of the information submitted with regard to the proceeding may be disclosed (in either edited, or unedited form) to APM's members following a final determination by the professional standards committee and/or the appeals committee.

I further certify that the factual allegations made in this APM member code of professional conduct complaint are true and accurate to the best of my knowledge and that these ethics charges are made in good faith.

**Signature of complainant:**

**Printed name:**

**Date:**