

## NAEC Certification Complaint Submission Form

### Instructions

This form must be submitted within **30 calendar days** of the occurrence or the date you first knew or reasonably should have known of the occurrence.

All complaints may relate to the certification process or the conduct or performance of a certified individual or candidate. All complaints must be submitted in writing, signed, and include all required information listed below.

Submit completed form to one of the following:

Mail: National Association of Elevator Contractors

1500 Klondike Rd SW, Suite A211

Conyers, GA 30094

Fax: (770) 760-9714

Email: [certification@naec.org](mailto:certification@naec.org)

### Section 1: Complainant Information

Full Name: \_\_\_\_\_

Employer (if applicable): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Section 2: Subject of Complaint

Name of Individual (if applicable): \_\_\_\_\_

Certification Type (if known): \_\_\_\_\_

Employer of Individual (if known): \_\_\_\_\_

### Section 3: Complaint Details

Date of Occurrence: \_\_\_\_\_

Date You Became Aware of the Issue: \_\_\_\_\_

Type of Complaint (Certification Process, Conduct, Other): \_\_\_\_\_

Specific Code of Ethics tenet(s) Allegedly Violated:

\_\_\_\_\_

\_\_\_\_\_

Detailed Description of Complaint:

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### Section 4: Supporting Documentation

Attach all relevant supporting documentation.

List of attachments:

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### Section 5: Witnesses (if applicable)

Name(s) and contact information:

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### What Happens Next

Upon receipt, the Certification Board Chair will review your complaint.

Within **10 calendar days**, your complaint will be assigned to the Grievance Committee.

The Committee will conduct an investigation, which may include interviews and document review.

A written determination will be issued within **30 days** of assignment.

### Possible outcomes include:

Corrective Action

No Action

Suspension of certification

Revocation of certification

The decision of the Grievance Committee is final.

Interim actions, including temporary suspension, may be imposed if necessary to address public safety concerns.

Such actions are not disciplinary and do not indicate guilt.

Discriminatory actions against complainants are prohibited.

### Certification and Signature

I certify that the information provided is accurate and complete to the best of my knowledge.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Date: \_\_\_\_\_