



Administrative Complaint Process

Any individual applying for certification or recertification may file a complaint of an administrative nature. Administrative complaints include dissatisfaction with services including, but not limited to: not adhering to published deadlines; not providing information regarding fees, refunds, exam registration information, requirements for certification and recertification, Conditions and Conduct, etc.; failure to administer the examination; or general dissatisfaction with services related to certification.

Complaints related to examination content, examination administration irregularities, and alleged violations of the Conditions and Conduct are handled through separate complaint processes.

Complaints must be submitted in writing, utilizing the Administrative Complaint Form, to CMCI within 5 business days following the date on which the individual encountered the service leading to the complaint. Complaints received beyond the deadline will not be considered.

Upon receipt, CMCI shall review the complaint and acknowledge receipt of the complaint to the complainant. Complaints not falling under the categories established as “Administrative” shall be considered invalid and no further action shall occur. The complainant shall be informed of this within 2 business days.

CMCI has 5 business days following the date of receipt of the complaint, to investigate the complaint. Within 2 business days of completion of the investigation, the complainant will receive a response, and if the complaint is valid and actionable, the complainant shall be notified of the redress, if any. Redress shall be proportionate to the nature of the complaint and shall be granted on a case-by-case basis. All decisions of CMCI are final.



CMCI Administrative Complaint Form

This Complaint Form must be completed in its entirety, signed, and submitted to the attention of the CMCI Vice President of Certification:

CMCI
7926 Jones Branch Drive, Suite 800
Mc Lean, VA, 22102

The form may also be emailed to certification@cmaanet.org, or faxed to 703-356-6388, along with all suitable documentation in support of this complaint. Upon receipt, CMCI will determine if a valid and complete complaint has been filed and, if so, the complainant shall be notified of the redress, if any.

Please fill out the information below:

Section I:

Your Name (herein referred to as

“Complainant”): _____

Title: _____

Address: _____

City: _____

State/Provence: _____ Zip/Postal Code: _____

Phone Number: _____ Email: _____

Section II:

Service Complainant is dissatisfied with:

Section III:

Cite the nature of your complaint and specific dates and events.



Section IV:

List and attach any supporting documentation:

Section V:

- (1) By signing this form, I affirm that the allegations set forth in this complaint and any accompanying materials are based on my own personal knowledge and are true and correct to the best of my knowledge and belief. I further affirm that I have submitted any and all information and materials that I believe relate to the allegations set forth in the complaint currently available to me, and I will provide CMCI with any and all additional information, if any, as it becomes available to me, whether or not requested by CMCI. I understand and agree that all information and materials provided by me in connection with this complaint may be considered or used as evidence by CMCI and/or the Board of Governors.
- (2) By signing this form, I acknowledge that I must treat all information as confidential, and that CMCI and the Board of Governors will keep all information it receives strictly confidential except if it discloses the information to its attorneys, or if I am required by law, regulation, or court order to disclose the information.
- (3) I further acknowledge that I have read the enclosed process and understand the information applicable to administrative complaints.

Complainant Signature

Date