

National Association of Medical Staff Services

Complaint of Alleged Conduct Violation

The Code of Professional Conduct policy adopted by NAMSS and the Certification Commission of NAMSS is intended to establish expectations of its members, applicants, candidates and certificants and to provide for a standard procedure for evaluating complaints lodged by the public, NAMSS leadership and NAMSS members regarding possible violations of the Rules of Ethics.

This submission form is the only acceptable method of filing a complaint alleging a violation of the Rules. Prior to submission of an allegation, the entire policy should be reviewed by the complainant. Expenses incurred in proving or disproving an alleged violation will be paid by the party incurring the expenses. In accordance with policy, the appropriate process will be implemented under the Ethics Policy to investigate complaints received, provided the submission form is completed in its entirety. While all those involved in this process are expected to maintain appropriate confidentialities, it may be deemed necessary to disclose information directly from this submission including the identity of the complainant. **As well, to that end, the subsequent findings and actions/recommendations will remain confidential.** Before a complaint is submitted, both the NAMSS and CCN policies should be reviewed in detail. These policies can be found on the website at NAMSS.org.

Alleged violations of the NAMSS Code of Professional Conduct may include, but are not limited to, unethical or unprofessional behavior, falsification of information, impairment affecting performance, and other matters as set in both policies. Standards of Conduct and Ethics for NAMSS Certificants include abiding by the ethical principles developed to safeguard the public and to promote quality patient care, sharing knowledge, fostering educational opportunities, and encouraging personal and professional growth, and refraining from conduct deemed harmful to the public or inappropriate to the profession.

NAMSS is not in a position to evaluate claims related to professional competency/job performance. Evaluating professional competency and job performance is the responsibility of the employer/supervisor.

The NAMSS Ethics Committee is available to discuss potential violations and assist members/certificants in resolving concerns. Should you need additional information regarding the scope of these established policies and/or further assistance in completing this form, please contact the NAMSS Executive Office at 202-367-1196. Thank you for your support.

Complaint of Alleged Violation NAMSS Rules of Ethics

Name of complainant:

Contact telephone number:

Place of employment:

NAMSS Member

Certificant

General Public Member

Name of subject of complaint:

Contact telephone number:

Place of employment:

Cite the provision(s) of the Code and/or Standards, from the policies, which is allegedly violated (e.g. knowingly making false statements regarding certification).

Describe the allegation in as much detail as possible (location, date and surrounding circumstances).

Attach all relevant supporting documentation/evidence of the allegation.

List names and contact information of persons who witnessed events or might have knowledge of the allegation.

I attest that the information submitted in and with this complaint is true and correct to the best of my knowledge and belief.

Signature:

Date: