

Complaint Resolution Council

Code of Ethics Complaint Submission



Alleged Complaint/Grievance Against:

Company: _____

City: _____ | State: _____

General summary of alleged complaint or ethical violation: _____

i-SIGMA Membership Status:

Yes No Unknown

NAID:

PRISM

International:

Have you read the Complaint Resolution Council Guidelines, which can be found on isigmaonline.org, before submitting this complaint? Yes No

Which i-SIGMA Code of Ethics was violated? (please refer to the Code of Ethics on page 2)

- Use of statements that are false, misleading, incomplete, or likely to mislead customers/public
- Other (please describe): _____

Type of Complaint/Violation (mark any & all that apply):

- NAID Issue PRISM International Issue
- Trademark/Logo Violation: Certification logo Division logo Membership
 Certification claimed on: Website Brochures Advertising: _____
 Membership claimed on: Website Brochures Advertising: _____
- Other, please describe: _____

What concrete evidence or examples validate this ethical complaint? Please indicate and attach evidence.

- Website (list address): _____
- Advertisement (attach a copy and list where found): _____
- Other (please describe): _____

Have you contacted the company with whom you have concern about their professional ethics and behavior to clarify, confront, and/or resolve the situation? Yes No Please describe.

Complaint Submitted By:

Name: _____ | Company: _____

Email: _____ | Phone: _____ | City: _____ | State: _____

By signing below, I attest that all information provided herein, including all related materials, is truthful.

Signed: _____ | Date: _____

Return the completed Code of Ethics Complaint Submission form to the i-SIGMA Complaint Resolution Committee:

EMAIL: ethics@isigmaonline.org | FAX: (480) 658-2088 | Mail: 3030 N 3rd St., Suite 940, Phoenix, AZ 85012

Submitters be contacted shortly regarding how the matter will proceed. Please contact i-SIGMA Headquarters with any questions: (602)788-6243 | ethics@isigmaonline.org

i-SIGMA Use Only

Date Received: _____ | Via: Fax Mail Email Other | NAID Official: _____ | Case Number Assigned: _____

CRC Review: Yes No | CRC Review Date: _____ | Full Hearing: Yes No | Full Hearing Date: _____

Submitter Notified: Yes No Not Applicable

i-SIGMA Code of Ethics

Members of i-SIGMA agree to:

- Identify and fulfill the terms and conditions of our contractual agreements in good faith.
- Respect the confidential nature of the customers' records and maintain appropriate protection to prevent any disclosure of such information except when required by law.
- Implement best practices and quality control to keep facilities, employees, controls, and procedures compliant with regulations.
- Remedy misleading or false information without unnecessary delay.
- Refrain from engaging in, nor allowing the use of, statements that are false, misleading, incomplete, or likely to mislead consumers or members of the public.
- Invest continually in improving industry knowledge, resources, practices, products, and services.
- Facilitate peer education and participate in information exchanges among members to advance and improve the industry.
- Uphold and improve the integrity of the industry by affirmations of truth, fairness, and professional conduct.
- Never mislead the customer or the public by representing general paper recycling as a form of destruction.
- Never mislead the customer or the public by representing self-storage as a form of responsible information management.
- Abide by Federal, State, and local laws and regulations.
- Abide by, and be subject to, the Bylaws of the Association.