

PCA Member Procedure for Submitting a Formal Complaint Regarding another PCA Member

1. The complaint must be submitted in writing to the PCA President.
 - a. The complaint must include a detailed account of the issue or problem.
 - b. The name of the person upon whom the complaint is being lodged must be included and, where possible, the address of that person.
2. The PCA President will review the written submission and decide if, in his/her opinion, the complaint is valid.
 - a. If the complaint is deemed valid:

The President will request, in writing, rebuttal comments regarding the complaint from the person named in the complaint.

 - i. Rebuttal comments must be provided in writing within 30 days of receiving the request from the President.
 - ii. Rebuttal comments must include a detailed account of the issue or problem from the perspective of the person named in the complaint.
 - iii. Upon receiving the rebuttal comments, copies of all documents regarding the issue or problem, will be sent to the Executive Committee
 - iv. The Executive Committee will review the documents and make a decision on the severity of the complaint.
 - v. Action will be taken by the Executive Committee based upon their decision as to the severity of the complaint.

Possible actions include by the Executive Committee include, but are not limited to:

- Expulsion of the offending member from the PCA. (Prorated dues for the year will be returned to the offending member as well as any additional prepaid years.)
 - Placing of the offending member on probation for a specified period of time.
 - Sending a letter to the offending member explaining why the committee feels that the complaint has some merit. The letter will encourage them to contact the other member to resolve the issue. A copy of the letter will also be sent to the member submitting the complaint.
 - Other action as deemed appropriate by the Executive Committee.
- b. If the complaint is not deemed to be valid:
 - i. The President will explain to the complaining member, in writing, with a copy to the person named in the complaint, why the complaint is not valid.
 - ii. The President will close the complaint and give all correspondence regarding the complaint to the PCA Secretary/Treasurer for inclusion in the PCA files.