



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. leading



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

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:

Your Name (herein referred to as

“Complainant”): _____

Title: _____

Address: _____

City: _____

State/Provence: _____ Zip/Postal Code: _____

Phone Number: _____ Email: _____

Service Complainant is dissatisfied with:

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

