

BCSP has the authority to investigate complaints and, if necessary, recommend action against an individual's status. When based on a preponderance of the evidence, sanctions imposed may range from private reprimands to the permanent loss of certification.

### Types of complaints include:

#### ETHICS VIOLATION

Individuals who hold status with BCSP must abide by the BCSP Code of Ethics which outlines the professional responsibilities of our applicants, candidates, and credential holders. Action is taken when there is a preponderance of evidence that the Code of Ethics has been violated. Dissatisfaction with a BCSP credential holder is not necessarily sufficient grounds for disciplinary action. The Chief Executive Officer reviews the evidence and may bring charges against a status holder. Charges are reviewed by BCSP's Executive Committee. If disciplinary action is recommended in accordance with the BCSP Disciplinary Action Policy, the violation will be heard by the BCSP Judicial Commission.

#### UNAUTHORIZED USE

BCSP has a policy and procedure for challenging individuals who claim to hold a credential issued by BCSP, who have not achieved or are not authorized to use the credential. You may search our online directory at <https://directory.bcsp.org/> to determine whether someone currently holds any BCSP credentials. Individuals who misrepresent themselves and have been penalized for misusing our credentials are published on the BCSP Credentials Directory web page, under the Unauthorized Use Directory section.

All complaints must be submitted by completing the BCSP Complaint Form and providing any supporting documentation. A complaint cannot be submitted anonymously and without supporting documentation. Valid complaints are investigated by the BCSP Executive Department and, if necessary, by BCSP's legal counsel. Some cases may take six months or longer to conclude. Steps taken to address the complaint will be communicated to the complainant by email from the Executive Department.

BCSP is committed to impartiality and fairness in carrying out its responsibilities to the public and protecting the rights of accused individuals.

If you have questions about filing a complaint, please contact the Executive Department at +1 317-960-3811 or at [complaint@bcsp.org](mailto:complaint@bcsp.org).

PLEASE CHECK ALL THAT APPLY:  Ethics Violation  Unauthorized Use

**Note: Sections 1 and 2 are required. Complaints will not be processed without current contact information. Please fill out the remaining sections to the best of your ability.**

### 1. Complaint is Filed Against:

\*Name: \_\_\_\_\_

\*Address: \_\_\_\_\_  
Street City State Zip Code

Phone: \_\_\_\_\_ \*Email: \_\_\_\_\_

2. Person Filing Complaint:

\*Name: \_\_\_\_\_

\*Address: \_\_\_\_\_  
Street City State Zip Code

Phone: \_\_\_\_\_ \*Email: \_\_\_\_\_

3. Complainant's relationship with the person against whom the complaint is being filed (e.g., supervisor, coworker, colleague, etc.):

4. Provide a detailed summary of the complaint (use additional paper if needed):

5. ETHICS VIOLATION: Select the Standard(s) you claim was violated. Explain in your own words how the Standard(s) was violated and how this incident(s) relates to a specific provision of the BCSP Code of Ethics. (<https://www.bcsp.org/policies-forms>)

1. HOLD    2. BE    3. ISSUE    4. UNDERTAKE    5. REPRESENT    6. CONDUCT    7. ACT

Explain each violation in detail:

6. Summarize how you obtained the information:

List any supporting documentation or examples. Email all supporting documentation to [complaint@bcsp.org](mailto:complaint@bcsp.org) (examples for unauthorized use cases may include business cards, resumes, or signed letters using the credential).

By making these statements, I understand that that BCSP may deem it necessary to release my name, the complaint, and all attachments to the accused in order to investigate this matter. The statements made herein are accurate, correct, complete, and not misleading. I believe the above-described act(s) to have been committed and to be in violation of the BCSP Code of Ethics, Disciplinary Action Policy, or Unauthorized Use of BCSP Credential and Other Protected Materials Policy.

I understand that making false claims could result in action being taken against me.

Complainant Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*Please download and sign form*