**NACQJ Policy and Procedure**

**For handling a Complaint against a Certified Judge**

Add to the Code of Ethics:

“Acts professionally in all circumstances” while representing NACQJ or using one’s NACQJ designation, including but not limited to the judging room; communication with guilds, sponsors and candidates; while giving lectures or teaching classes; communications on social media; etc.

In the event of a documented complaint against a Certified Judge, the following steps shall be taken.
There will be three steps of consequences: (These are not locked into a time frame)

    After 1 formal complaint (defined as documented and validated by the CJ Coordinator):  Warning
    2nd Formal Complaint (documented and validated): Probation to last 1 year from the date on the

 second Letter of Reprimand
    3rd Formal Complaint (documented and validated): Suspension from the organization

Process:
    1) A complaint is filed using our current form or otherwise in writing from the complainant.
    2) CJ is contacted to inform her/him about the complaint, and asked for an explanation.
    3) If complaint is found to be frivolous and of no value, CJ is contacted with that information and the

 process is complete.
    4) If complaint is found to be validated, the CJ Coordinator, with the approval of the CJ President, will

 send a paper copy of the complaint by Certified Mail to the CJ along with a letter of reprimand.

**Step 1:  Warning is achieved following receipt of the complaint and the letter of reprimand.**
 2nd complaint against a CJ:
    1) A complaint is filed using our current form or otherwise in writing from the complainant.
    2) CJ is contacted to inform her/him about the complaint, and asked for an explanation.

 3) If complaint is found to be frivolous and of no value, CJ is contacted with that information

 and the process is complete.
 4) If complaint is found to be validated and warranted, the CJ Coordinator, with the approval of

 the CJ President, will send a paper copy of the complaint by Certified Mail to the CJ along

 with a second letter of reprimand.

**Step 2: CJ is put on Probation with the following actions:**

    1) Name is removed from the NACQJ website.
    2) CJ is removed from any Board position.
    3) CJ is not permitted to evaluate a Candidate's Paperwork, nor a Candidate's Panel.
    4) CJ is not permitted to teach the 2-Day Judging Seminar.
    5) Probation will last 1 full year from the date of the letter from the CJ Coordinator.

3rd complaint against a CJ:
    1) A complaint is filed using our current form or otherwise in writing from the complainant.
    2) CJ is contacted to inform her/him about the complaint, and asked for an explanation.
    3) If complaint is found to be validated and warranted, a paper copy of the complaint is sent by

 Certified Mail to the CJ along with a third letter of reprimand from the CJ Coordinator.

**Step 3: CJ is suspended from any and all activities of the NACQJ indefinitely.**

If necessary, the Board may act at their discretion for egregious validated complaints, with full documentation provided to the Board and the Certified Judge.