



FILING A COMPLAINT

New York State Professional Process Servers Association

A member is entitled to have the Association resolve - at no charge - a complaint against another member which involves:

- 1) nonpayment for services rendered, or
 - 2) unethical or unprofessional conduct
- The procedure for filing a **non-payment** complaint is different from the procedure followed in filing a complaint for **unethical conduct**. The process for filing each of these types of complaint is outlined on the following page. Please read it carefully!
 - The official rules governing the handling of arbitration and grievance matters are contained in the **NYSPPSA Policy Manual**, the full text of which is on the NYSPPSA website, or it may be obtained from the NYSPPSA office by calling 888-258-8485.
 - The Arbitration & Grievance Committee cannot act in a dispute between a member and a non-member, or in payment disputes between business partners or between individuals having an employer-employee relationship.
 - Members will be required to produce copies of transmittal letters, invoices and other relevant documents to prove their claim.
 - Keep in mind that this grievance procedure is the only effective means the Association has of controlling the quality of work of its members. If you have a legitimate grievance...pursue it.
 - Lastly, under no circumstances should you ignore a complaint filed against you. Even though you may feel the complaint is frivolous or unfounded, you must cooperate with the Arbitration & Grievance Committee in its investigation. If you refuse to cooperate you can be expelled.

If you have any questions or need assistance, please contact:

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