



## PROCEDURE FOR FILING A COMPLAINT

New York State Professional Process  
Servers Association

### TO FILE A COMPLAINT FOR NONPAYMENT OF A BILL

**Important Note:** The debt must be at least **90 days** old.

**Step 1:** Fill in the ***Notice of Pending Complaint*** (obtain from the NYSPPSA website at [www.nysppsa.org](http://www.nysppsa.org) in “The Association” section) and mail it directly to the member who owes you money AND a copy to the A&G Committee Chair (address below). Also, be sure to keep a copy. You may need it later on.

***If you receive your money within 14 days, there is no need to go to step 2***

**Step 2:** If you do not receive payment of the debt within 14 days, you may submit your claim to the Arbitration & Grievance Committee by sending to the committee (at the address shown below) the following documents:

- 1) a copy of the ***Notice of Pending Complaint*** that you sent to the member who owes you the debt;
- 2) a completed ***Non-payment Complaint*** form (also on the NYSPPSA website in “The Association” section), which must be signed by the member filing the complaint;  
and
- 3) all evidence (invoice, letters, etc.) which will help you prove your claim.

### TO FILE A COMPLAINT FOR UNETHICAL CONDUCT

Fill out the ***Unethical Complaint*** form (obtain from the NYSPPSA website at [www.nysppsa.org](http://www.nysppsa.org) in “The Association” section).

The complaint, along with any attachments, (i.e. written description of events with reference to exhibits; Exhibits should be identified as “A”, “B”, “C”, along with a description such as “Email dated 01/01/2014”), should be sent directly to the Chairperson of the Arbitration & Grievance Committee. Be sure to retain copies for your records.

**Bernard Hughes, Chair**  
**Arbitration & Grievance Committee**  
**P.O. Box 709**  
**Valley Cottage, NY 10989**  
**Phone: 845-268-8138**  
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