



Handcrafted Soap Makers Guild, Inc.

ORGANIZATIONAL POLICY

Formal Complaint Form

May 18, 2005

The attached form is the official and authorized Formal Complaint Form to be used by any person filing a formal ethics complaint on a member of the Handcrafted Soap Makers Guild.

The form, along with HSMG Policies of April 28, 2005, *Procedures for Reporting and Handling Ethics Complaints* and *Code of Ethics* must be made available on both the public and member portions of the HSMG website and sent by mail to anyone who requests copies by calling the HSMG offices.

Only complaints received on the Formal Complaint Form or written out with all information from the form included may be accepted and acted upon by the HSMG Ethics Committee.

A form that is unsigned must be returned to the submitter by the Ethics Committee requesting an original signature on the complaint.

A form that is incomplete may be returned to the submitter to be completed. However, this may not be used as an excuse by the Ethics Committee not to address a severe matter that should be looked into.

Any information submitted on a Formal Complaint Form is considered confidential and must be treated in accordance with HSMG Policy of April 28, 2005, *Procedures for Reporting and Handling Ethics Complaints*.

Written by Marie Gale

Approved May 18, 2005 by the
Board of Directors



Handcrafted Soap Makers Guild, Inc.

Formal Ethics Complaint Form

This form is to be used when filing a formal ethics complaint concerning the actions of a member of the Handcrafted Soapmakers Guild, Inc. The exact procedures for the receipt, investigation and resolution of a complaint against a member are covered in HSMG Policy of April 28, 2005, *Procedures for Reporting and Handling Ethics Complaints*.

The form must be completed in full, including initials where indicated and original signature at the end. The completed form, along with any documentation (send copies only) should be sealed in an envelope marked "Confidential - Ethics Committee," placed in a mailing envelope and sent to:

Handcrafted Soap Makers Guild, Inc.
attn: Ethics Committee
P. O. Box 5103
Portland, OR 97208-5103

1. Your Information:

Name: _____
Company: _____
Address: _____

Phone: _____ Fax: _____
Email: _____

2. Who is the complaint on?

Name: _____
Company: _____
Address: _____

Phone: _____ Fax: _____
Email: _____

3. What point(s) of the HSMG Ethics Code did this member violate?

4. Briefly state the substance of the complaint.

(i.e. "unpaid bill" or "failed to deliver product I paid for" or "didn't give refund as promised")

5. Attach a full explanation of the complaint.

Include all details, express your opinions and give all the information about it. Attach readable copies of all supporting documents you may have (do not send your originals) and statements from any witnesses.

6. What would resolve the matter for you?

- Apology Refund of \$ _____
- Cease & Desist Payment of \$ _____
- Delivery of _____
- Other: _____

7. Agreement with the Complaint Process:

Please read each line below and initial to signify your understanding and agreement:

- ✓ I have read and understand the Handcrafted Soapmakers Guild, Inc. Code of Ethics as published in HSMG Policy April 28, 2005, Code of Ethics. _____
- ✓ I understand that any complaint filed against an HSMG Member must be based on an allegation of violation of one or more points of the Code of Ethics. _____
- ✓ I have read and understand the HSMG Ethics Procedures as published in HSMG Policy of April 28, 2005, Procedure for Reporting and Handling Ethics Complaints. _____
- ✓ I agree that during the course of this investigation and resolution by the HSMG Ethics Committee I will refrain from discussing this investigation, particularly in any public forum or venue, on-line or off-line. _____
- ✓ I agree not to take any additional steps to resolve this matter (such as reports to other agencies or pursuit of legal action) for 60 days after filing this complaint and, if at all possible, to hold off on any other actions until the matter is completely resolved by the HSMG Ethics Committee. I further agree to immediately inform the Ethics Committee Chairman should I take any other remedial action(s). _____
- ✓ I agree to immediately inform the HSMG Ethics Committee of any substantial change in the facts, status or resolution of this complaint. _____

8. Submission:

I have tried to resolve this matter myself to no avail. Therefore, I hereby submit this formal complaint on the above named HSMG member to the Handcrafted Soap Makers Guild, Inc. Ethics Committee for investigation and resolution in accordance with the policies and procedures of the HSMG, Inc.

I certify that the information I have submitted herein is true and accurate to the best of my ability.

Signature: _____ Date: _____