



The Standards for excellence

An Ethics & Accountability Program for the Nonprofit Sector

Procedures for Handling Reports About Nonprofits that Hold the Seal of Excellence

An individual(s) who seeks to file a report against a Standards for Excellence certified organization should follow the following process:

1. The complainant should notify the Standards for Excellence staff at Maryland Nonprofits by completing, signing, and returning a 'Report of Violation of the Standards of Excellence.' Attach supporting documentation.
2. The complainant will receive an acknowledgement of receipt of their report from the Standards for Excellence staff.
3. Maryland Nonprofits will notify the executive director and the president of the board of the organization that a report has been filed. A copy of the report and a letter specifying which *Standards* are allegedly being violated will be sent to the executive director and president of the board. The organization will have 30 days to respond to the allegation(s) in writing.
4. The Ethics Standards Committee will review the organization's response and recommend further actions according to procedures outlined in the Standards for Excellence licensing agreement.
5. The organization and the complainant will be advised of the Ethics Standards Committee's final decision. In general, any reports initiated against a certified organization will be resolved within six months of receipt of the report.

Maryland Association of Nonprofit Organizations
190 West Ostend Street, Suite 201
Baltimore, MD 21230
Tel. (410) 7276367 x37 •Fax (410) 727-1914

Report of Violation of the Standards for Excellence

This form is to be used by the individual(s) who seeks to initiate a formal report against an organization that holds Standards for Excellence Seal. Filing an official report signifies that the reporter believes the organization to be in violation of one or more of the *Standards for Excellence, an Ethics and Accountability Code for the Nonprofit Sector*.

This form should be filled in completely and will serve without amendment as the source document for the reporting process. If there is more than one reporter, attach all reporters' names, home addresses, and telephone numbers. For confidentiality purposes, we prefer to send all correspondence to the reporter's home address. Please be advised that Maryland Nonprofits will notify the Standards for Excellence Ethics Standards Committee as well as the executive director and the president of the board of directors of the organization that a report has been filed against. Maryland Nonprofits will also send these parties a copy of this report.

Name:	
Address:	
City:	State:
Phone:	Alternate Phone:
Fax:	
Email:	
The best time of day to contact me is:	
<input type="checkbox"/> No preference <input type="checkbox"/> Daytime <input type="checkbox"/> Evening	
Do you mind if we share your contact information with the group you are filing the complaint against?	
<input type="checkbox"/> Feel free to share my contact information. <input type="checkbox"/> Please don't share my contact information.	

signature

date

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Report of Violation of the Standards for Excellence

In order for a formal report to be processed, the following five questions must be addressed. Please attach all supporting documentation to this form.

Name of organization that is the subject of this report: _____

1) What is your relationship to the organization you are filing a report against?

2) Provide a concise statement of facts, including dates, to identify the practices, policies, specific behavior, or condition you believe to be in violation of the Standards for Excellence. If you are not sure which standard has been violated, you can state that. Attach a continuation page, if necessary.

3) Have you been adversely affected by this incident? If so, please describe.

4) What specific actions have you taken to reconcile and improve this situation? What has been the outcome of these efforts?

5) How do you think this situation should be resolved?

Number of pages attached _____

Return this form to:
attn: Certification Manager, Standards for Excellence
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