

CSIA Ethics Violation Report Form
(Please Print)

Complainant's Name _____

Address _____

City, State, Zip Code _____

Telephone _____

Please provide as much information as possible:

Chimney Sweep's Name _____ Certification # _____

Company Name _____

Address _____

City, State, Zip Code _____

Telephone _____

I, _____ bring this formal complaint against
(Print your name)

_____, a CSIA Certified Chimney Sweep®.
(Chimney sweep's name)

I believe that he/she has acted in violation of the CSIA's Code of Ethics by not adhering to the following (please refer to page 3 of this form to view the CSIA Code of Ethics):

List what specific actions took place that represent the listed ethics violations(s). Attach a separate document or letter if needed.

List all documents and evidence to substantiate the listed ethical violation(s). Please attach copies of any relevant documents to this form. If applicable, list names address and telephone numbers of all persons directly involved, i.e., homeowner, building inspectors, other chimney professionals, code officials, fire marshal, contractor, etc. and copies of their findings if possible.

Please provide any additional information below that you feel may assist in the committee's investigation.

To the best of my knowledge, the information provided above is true and correct. Additionally, I have been advised and understand the following:

1. It is my responsibility to provide the CSIA with relevant facts pertaining to my complaint.
2. The CSIA's Ethics Committee's only area of authority pertains to the CSIA "Code of Ethics." **The committee cannot affect or otherwise influence pricing issues.**
3. The respondent will receive a copy of the attached CSIA Ethics Violation Report Form along with any other material that I submit to the CSIA Ethics Committee.
4. The respondent will have 20 days from receipt of the complaint to respond, in writing, to the CSIA Ethics Committee.
5. Either party may be asked to provide further information to the CSIA Ethics Committee.
6. Both parties will receive a copy of the final decision when the CSIA Ethics Committee has made its decision.
7. **For chimney sweeps filing complaints:** There is a \$100.00 filing fee. If the respondent is ultimately found to have violated the CSIA "Code of Ethics," the \$100.00 filing fee will be returned.
8. Either party may appeal the decision to the CSIA Board of Directors. There is a non-refundable \$50.00 filing fee should either party choose to appeal to the CSIA Board of Directors.

Signature of Complainant

Date

Please send all information via Certified mail to:
CSIA Ethics Committee Chairperson
2155 Commercial Drive
Plainfield, IN 46168

CSIA CODE OF ETHICS

A CSIA Certified Chimney Sweep acknowledges that certification by the Chimney Safety Institute of America (CSIA) carries with it certain responsibilities and obligations. In this regard, he/she pledges:

1. *To learn and utilize all chimney and venting safety practices and techniques that are promoted by CSIA.*
2. *To render my services in an honest and fair manner and to refrain from engaging in deceptive practices or making any deceptive statements.*
3. *To comply with all applicable building codes in the areas I service, with the manufacturer's installation instructions for the products I install, and with recognized chimney and venting practices.*
4. *To promote and educate consumers about safe chimney and venting practices.*
5. *To strive to continually update my knowledge, skills, and technique with regard to currently accepted chimney and venting safety practices.*
6. *To conduct myself in a decent, respectful, and professional manner when serving in my capacity as a chimney sweep, or when attending a function or event of an organization in the chimney or hearth products industry.*
7. *To comply with the proper usage of the CSIA Certified Chimney Sweep® Trademark as defined in the CSIA Trademark Use Guidelines document.*

A chimney sweep certified by CSIA agrees to accept and abide by the CSIA Code of Ethics as a standard in rendering services as a CSIA Certified Chimney Sweep® or a CSIA Certified Dryer Exhaust Technician®.

CSIA CERTIFICATION DENIAL OR REVOCATION POLICY

The Chimney Safety Institute of America ("CSIA") Certification Denial or Revocation Policy allows the CSIA to deny a candidate's application for any CSIA certification or to revoke any CSIA certification for certain specified forms of misconduct. The Policy is intended to maintain the CSIA's integrity and to ensure that the criteria for denial or revocation of applications for CSIA certifications are consistently applied. This policy applies to all candidates for CSIA certification and to anyone certified by CSIA.

An application for certification may be denied, or CSIA certification may be revoked, where CSIA in its sole judgment, finds that an applicant or individual certified by CSIA:

- A. *Has knowingly misrepresented or falsified material information in connection with an application for certification or certification renewal, the CSIA credential, Continuing Education Unit approval, or other materials or information submitted to CSIA.*
- B. *Has knowingly engaged in inappropriate conduct in connection with the certification process or renewal of the certification process, including, but not limited to: (1) noncompliance with payment procedures or instructions and/or (2) any other form of cheating or misconduct that compromises the integrity of CSIA and the certification process.*
- C. *Has violated the CSIA Code of Ethics.*
- D. *Has been convicted of a crime, where the conduct forming the basis of such conviction has involved a crime of such severity that CSIA determines is inconsistent with the standards required of an individual certified by CSIA.*