



Official ALOA Grievance Form

Please read the entire contents of this form before submission.

Filing a formal grievance against an ALOA member is a very serious matter. Under Article III, Section 6, membership may be terminated by, “action of the Board of Directors for conduct deemed detrimental to the corporation, for conviction of any crime involving fraud, dishonesty or breach of trust, or for violation of these Bylaws, the corporation's Code of Ethics, or any rule of the corporation.” For your convenience, we have enclosed a copy of our updated Code of Ethics.

NOTE: ALOA is bound by the Sherman Anti-Trust Act, which prohibits us from taking any action involving pricing issues. Any matter regarding over-pricing should be directed to the Consumer Protection Agency in your state.

PERSON FILING GRIEVANCE (Please type or print)

Name	ALOA Number (if applicable)	
Address	Phone	
City	State	Zip
Signature	Date	

ALOA MEMBER AGAINST WHOM THE GRIEVANCE IS FILED

NOTE: we cannot take any action if the person is not a current Active or Associate member. We must have all the information below in order to contact the member that a grievance has been filed against them. Please be advised that the defendant may be informed of your identity.

Name	ALOA Number (if known)	
Address	Phone	
City	State	Zip

VIOLATION OF THE ALOA CODE OF ETHICS OR BYLAWS (Check all that apply)

- To practice their profession in the spirit of fairness to their clients, with fidelity to security in conformance with appropriateness, and with high ideals of personal honor. This includes failure to provide customer a written estimate and their approval before work is started.
- To properly and impartially analyze security problems, and to advance the best possible solution for the protection of their clients.
- To conduct themselves in a dignified manner.
- To abide by applicable licensing, registration, and business regulations. This includes not having a

registration or license when the state requires it.

- ___ To advertise and conduct business in a non-deceptive manner. This includes the listing of an address in any print or electronic medium, whether it is an advertisement, directory listing, business card or otherwise holding oneself out to the public as conducting business from that address, when in fact the member is not conducting business from that address.
- ___ To abstain from using improper or questionable methods of soliciting patronage, and to decline to accept such incompatible patronage.
- ___ To refrain from using their professional skills, training, or expertise in a manner that compromises the safety or security of the customer or the general public. This includes making available bypassing techniques to the public through any open forum.
- ___ To refrain from associating themselves with or allowing the use of their names by any enterprise of questionable character, or in any manner countenancing misrepresentation.
- ___ For conduct deemed detrimental to the corporation. This must be an imminent financial or legal threat to ALOA.
- ___ For conviction of any crime involving fraud, dishonesty or breach of trust. This includes theft of any kind, forgery, any felony assault

Actions that do not constitute a violation: failure to pay an invoice, allegedly over-charging a customer, use of the ALOA logo by a non-member, any complaint about a non-member locksmith.

EVIDENCE TO SUPPORT THE ALLEGATION(S)

The burden of providing proof of the alleged offense rests with you, the grievant. The evidence provided must be substantive and specific. Notarized statements of witnesses which include address and phone number, public records or other documents may be submitted.

If it is a conviction of any crime involving fraud, dishonesty or breach of trust, include a copy of the official court action on the conviction. Many court documents can be found online. ALOA will not run a background check. Newspaper reports or hearsay will not be acceptable.

If the grievance is for false advertising, please submit evidence of the physical address (es) the member is using (phonebook listing, website), and evidence that this address does not belong to that business. This may be photographs of the location in question, county tax records that show this address doesn't exist or the website of the business who actually has this address (with their address listed on the website). Please note that if you are submitting online directory listings, you must also submit evidence that the phone number and website is attached to that member. To search for the owner of a particular website go to:
<http://domains.whois.com/domain.php?action=whois>.

If the state requires state licensing or registration, please print out and submit the state licensing website listing showing that they are not licensed or registered. A link to all state's licensing lookup websites can be found on the ALOA website at www.aloa.org.

WHAT HAPPENS NEXT

After the Executive Director determines that the grievance has merit, the defendant will be notified that a grievance has been filed against him. ALOA will allow the defendant to first correct the conduct (if possible).

If they do not correct the charge, then the grievance will be submitted to the Board of Directors for further action.

The defendant will be notified at least 45 days prior to the meeting of the Board at which his case will be considered. He will be advised that he may submit evidence in his defense. At the discretion of the Executive Director, this notification may include the identity of the grievant.

The grievant will be provided with a copy of the notification to the defendant. This is to let you know that ALOA is taking action concerning the grievance. If the Executive Director decides that the grievance lacks merit, he will notify you of that as well.

If the member is terminated by the Board, he/she has the right to appeal the decision to the membership at the annual membership meeting.

For further questions, please contact Mary May, Executive Director at mary@aloe.org.

Please mail or fax this form along with all supporting materials to:

ALOA Security Professionals Association, Inc.
3500 Easy Street • Dallas, Texas 75247
800-532-2562 • Fax 214-819-9736 • www.aloe.org

FOR OFFICE USE ONLY

Grievance # _____

Date Received _____