



The Chairperson is the liaison between members and the Panel Review Committee and Board of Directors.

The Panel Review Committee may make recommendations for monies due, for discipline to the Board of Directors or for dismissal of the complaint.

The Board of Directors determines whether the Code of Ethics, Bylaws or Policy have been violated, not whether the law, imposed regulations or contracts have been broken. Those decisions can only be made by licensing authorities or the courts. Board discipline can include: Private Letter of Warning, Public Letter of Reprimand, Suspension of membership or Expulsion from membership. All members who are involved in a complaint being heard by the Board of Directors may attend the meeting.



# REPLY TO COMPLAINT

NATIONAL ASSOCIATION OF PROFESSIONAL PROCESS SERVERS

TO: ARBITRATION & GRIEVANCE COMMITTEE

I am placing before you a formal reply to a complaint against myself as a NAPPS member.

I have attached a statement of particulars and supporting materials and I do hereby request that the ARBITRATION & GRIEVANCE COMMITTEE exercise the procedures and remedies in the Bylaws and Policy Manual for resolution of this matter.

Member's Signature \_\_\_\_\_ Date \_\_\_\_\_  
MEMBER'S NAME \_\_\_\_\_  
COMPANY NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

~~~~~  
INSTRUCTIONS: Forward to the Chair of the ARBITRATION & GRIEVANCE COMMITTEE with all required substantiation. Be sure to retain a copy for your records.

**Wendy Stowers Neff, Chair**  
**Arbitration & Grievance Committee**  
**1226 W. South Jordan Pkwy, Ste B**  
**South Jordan, UT 84095**  
**Phone: (801) 281-0289**  
**Fax: (801) 281-0168**  
**Email: [agc@napps.org](mailto:agc@napps.org)**



# REPUTTAL TO REPLY

NATIONAL ASSOCIATION OF PROFESSIONAL PROCESS SERVERS

TO: ARBITRATION & GRIEVANCE COMMITTEE

I am placing before you a formal rebuttal to a complaint filed by myself as a NAPPS member.

~~~~~  
(please check one)

- I have attached a statement of particulars and supporting materials and I do hereby request that the ARBITRATION & GRIEVANCE COMMITTEE exercise the procedures and remedies in the Bylaws and Policy Manual for resolution of this matter.
- The reply received from the responding member shall satisfy the complaint filed by myself and I do hereby request that the ARBITRATION & GRIEVANCE COMMITTEE close the case

~~~~~  
Member's Signature \_\_\_\_\_ Date \_\_\_\_\_

MEMBER'S NAME \_\_\_\_\_

COMPANY NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

~~~~~  
INSTRUCTIONS: Forward to the Chair of the ARBITRATION & GRIEVANCE COMMITTEE with all required substantiation. Be sure to retain a copy for your records.

**Wendy Stowers Neff, Chair**  
**Arbitration & Grievance Committee**  
**1226 W. South Jordan Pkwy, Ste B**  
**South Jordan, UT 84095**  
**Phone: (801) 281-0289**  
**Fax: (801) 281-0168**  
**Email: [agc@napps.org](mailto:agc@napps.org)**