

CMHA COMPLAINT FORM

The purpose of this form is for individuals seeking to report a complaint regarding a certification program and/or an individual candidate or certification holder. Please review the CMHA Certification Operations Manual* for policies and procedures related to program and individual complaints (Section 9.9). The completed form and all supporting documentation must be returned to CMHA via email at certification@MasonryAndHardscapes.org. The information provided within this form will be treated as confidential by CMHA except as required by law.

Individual Submitting Information:

First Name	Last Name
Title	
Company Name	
Company Address	
Email Address	Phone

Please select the box to indicate type of complaint:

<input type="checkbox"/> CPI Certification Program	<input type="checkbox"/> PICP Certification Program (Coming in 2025)
<input type="checkbox"/> SRW Certification Program (Coming in 2024)	<input type="checkbox"/> MSV Certification Program (Coming in 2026)
<input type="checkbox"/> Report Complaint Regarding Individual Candidate or Certification Holder	

Report a complaint regarding a program:

Please select the activity for which you are registering a complaint.

<input type="checkbox"/> Initial certification process
<input type="checkbox"/> Recertification process
<input type="checkbox"/> Examination
<input type="checkbox"/> Other (please describe):

*For a copy of the Certification Operations Manual email: certification@MasonryAndHardscapes.org

Please describe the nature of complaint, supporting information, and the remedy requested. *Be as specific as possible.*

Report a Complaint Regarding an Individual Candidate or Certification Holder:

A complaint against an individual candidate or certification holder must be submitted in writing via this form and meet the following criteria:

- Made against a candidate or current holder of a CMHA certification.
- Specific to a section of the CMHA Code of Conduct (available on the CMHA website).
- Supported by specific evidence.

First Name	
Last Name	
Title	
Company	
Location	

Please select the category for which you are filing a complaint:

<input type="checkbox"/>	Violation of Installer Code of Conduct
<input type="checkbox"/>	Violation of Certification Program Policies
<input type="checkbox"/>	Other (please describe):

Please describe the nature of the complaint, which code of conduct/certification program policy you believe was violated, supporting information, and the remedy requested. *Be as specific as possible.*

