



CLFP COMPLAINT PROCEDURE

1. Anyone can file a complaint for an alleged violation of the CLFP Standards of Conduct Pledge.
2. The complaining party (complainant) must submit a complaint package to the Executive Director of the CLFP Foundation that contains the following items:

- A letter with an original signature on company letterhead outlining the complaint and explaining in detail the alleged violation and proposed resolution. The letter must contain the following verbiage:

"There is no pending litigation between the parties. I agree to notify the Certified Lease & Finance Professional Foundation if I become a party in litigation about this matter and understand the Certified Lease & Finance Professional Foundation will suspend the investigation pending the conclusion of the litigation-"

- Photocopies of all supporting documentation. Please note the CLFP Foundation is not an investigating body and can only make decisions on the information provided.
 - CLFP Foundation Hold Harmless Form, signed by the complainant. The form can be obtained by contacting the CLFP Foundation at: CLFP Foundation PO Box 146 Northbrook, IL 60065 or 206.535.6281 or making an online request at www.CLFPfoundation.org
3. Upon receipt of a complete complaint package, the CLFP Foundation Executive Director will acknowledge receipt of the complaint, and post the complaint in its entirety for board review. Following the posting, the Executive Director shall schedule a board meeting to discuss the complaint and determine if there is a valid claim. The meeting must be held within fifteen (15) calendar days of the date of receipt of the complete complaint.
 4. Should the board, in its sole discretion, determine that it wishes to further its investigation it shall notify the accused CLFP and request a response to the complete complaint submitted.

The notification will be sent via certified mail, return receipt requested, via e-mail and via fax informing the respondent that the CLFP Foundation has received a complaint. A complete copy of the complaint and all supporting documentation will be provided to the respondent. The respondent will have 21 Calendar days from the date of mailing to file a response together with all documentation in support of his or her position. If no response is received by the due date, the charges may be deemed admitted. A second Final Notice will be immediately sent to the parties stating that if there is no final response received within 10 calendar days, the Respondent will be held to be in violation of the Standards.



5. If a response is received, the CLFP Foundation Board of Directors will attempt to facilitate a reasonable resolution between the complainant and the CLFP Respondent. If the matter remains unresolved, the Board has total discretion to take whatever action it deems appropriate. The action may include, but is not limited to, dismissal of the complaint, private censure, probation, public censure, suspension of the respondent's status as a CLFP in Good Standing or removal of CLFP in Good Standing status.

The Certified Lease & Finance Professional Foundation is a not for profit association and is not a court of law. The CLFP Foundation cannot issue an enforceable legal order, and can only take action pertaining to the use of an individual's CLFP designation.

CLFP STANDARDS OF CONDUCT

- A CLFP will always strive to conduct all business dealings in an honest, ethical, and professional manner.
- A CLFP will respect ownership of funds delivered as advanced fees or security deposits and will treat in a fiduciary capacity all funds received in that capacity.
- A CLFP will strive to constantly gain additional education to improve his/her professional competency and will work to promote education and integrity within the leasing industry.
- A CLFP will never knowingly make false or misleading statements to his/her employer, employees, customers, vendors, brokers or funding sources.
- A CLFP will never be involved in fraudulent activities in business dealings. A CLFP will always treat with confidentiality, as defined by law, all information customers, vendors, brokers, funding sources and credit reporting agencies.
- A CLFP will act in a leadership role in the industry and always be held to the highest standards of conduct applicable to the industry