



• APPOEMN •

74 Victoria Street, Ogudu side, Ojota, Lagos, Nigeria

Tel: Tel: 08034153636, 07042036602, 09099980963

Email: info@appoemmn.org appoemmnigeria@gmail.com Website: www.appoemmn.org

The use of proper legal documents i.e. contracts, invoices, receipts etc. is essential for any company in the event management industry; it creates a layer of protection for you and your company; they also dictate the rules of engagement between you the business and the client.

Complaints of Misconduct

1. Filing a Complaint.

- a) Any person, whether or not an ("Appoemmn") Association of Professional Party Organizers' and Event Managers of Nigeria member, may file a complaint against an Appoemmn member. The complaint will be sent to the Complaints inbox address complaints@appoemmn.org. The complaint must be signed and include the complainant's contact information so that the Complaints Committee will know with whom to follow up if questions arise or if the situation otherwise requires follow up. The person making the complaint ("the complainant") may request confidentiality. The committee will attempt to honour that request. However, it cannot guarantee confidentiality and will disclose the identity of the complainant if disclosure is needed in order to reach an informed result or otherwise to advance the thoughtful consideration of the complaint. The complaint may be accompanied by a cover letter.
- b) The complaint shall give proper description of the Appoemmn member against whom the complaint is brought, describe the conduct at issue, cite the relevant provision(s) of the Code of Ethics and Professional Conduct, and explain the reasons that the conduct is thought to violate the Code.
- c) The complaint should be accompanied by all relevant documentation available to the complainant.
- d) The complaints committee shall determine whether the complaint contains all information necessary to making a fully informed decision. If the complaint does not contain all such information, the committee will contact the complainant to try to obtain the information.
- e) The committee shall maintain, for use by the Committee, a log of all complaints against Appoemmn members.

2. Preliminary Review.

- a) The Committee shall review each complaint, together with any supporting documentation, to make a preliminary determination of whether a violation may have occurred. Before making this determination, the committee may request from the complainant any additional information that the Officer deems relevant.



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b) Within fifteen (15 working days) after receiving all information that the committee deems necessary to make a preliminary determination, the committee shall make a preliminary determination whether a violation may have occurred.

c) If the preliminary determination of the committee is that it is clear that no violation has occurred, the complaint shall be dismissed. The complainant shall be so notified accordingly. The complainant shall have ten (10) days from the date of notification to appeal the preliminary determination the Committee.

d) If the preliminary determination of the committee is that a violation may have occurred — or if, on appeal, the Committee reverses a preliminary determination, the committee shall, within fifteen working (15) days, provide the complaint to the Appoemn member against whom the complaint was made ("the respondent"). The committee shall request from the respondent a detailed response to the complaint, and any other necessary supporting documentation.

3. Fact Gathering

a) The respondent shall have ten working (10) days from the date of notification from the complaints committee to provide a response to the complaint, as well as any other necessary supporting documentation. The complaints committee may extend this time, for good cause shown, for a period not exceeding fourteen working (14) days.

b) The complaints committee shall provide the response of the respondent to the complainant and shall give the complainant an opportunity to comment on the response within fourteen (14) working days.

c) If the complaints committee determines that additional information is needed from either the complainant or the respondent, complaints committee shall attempt to obtain such information. The parties shall have fifteen (15) working days to provide the requested additional information, with up to a fifteen (15) working days extension at the discretion of the Ethics Officer if a request is made for additional time.

4. Exploration of Settlement

a) At any point in the process, the complaints committee may, after consultation attempt to negotiate a settlement of the complaint in accordance with the Code of Ethics and Professional Conduct.

b) All settlement agreements shall be signed by the respondent and, where appropriate, by the complainant.

c) If a negotiated settlement is approved by the Committee and is signed in accordance with paragraph 4-b, the matter will be concluded, and no further action will be taken.



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5. Decision

- a) If neither the Committee determines to explore settlement — or if the parties are unwilling to engage in settlement discussions or if a settlement is not reached, the complaints committee shall, after considering timely input from the parties, issue a written decision on the complaint. The complaints committee, at their discretion, may determine whether a hearing needs to be held. If hearing will be held, all parties must be present.
- b) The complaints committee may determine that there is inadequate evidence of an ethics violation and therefore dismiss the complaint. Alternatively, the complaints committee may find that there has been an ethics violation. In either situation, the complaints committee shall explain the basis for the decision in a written opinion that cites and discusses the relevant provision(s) of the Code of Ethics and Professional Conduct.
- c) If the decision is that there has been a violation, the complaints committee shall impose such discipline as that Officer deems appropriate. The discipline may be: (1) a confidential letter of admonition, (2) a public reprimand, (3) suspension of APOEMN membership, or (4) expulsion from APOEMN.
- d) The complaints committee shall transmit the decision and shall notify the parties of the decision. However, the complaints committee may determine not to disclose the remedy to a complainant who is not a member of APOEMN.

6. Appeal

- a) Within thirty (30) days after issuance of the written decision of the complaints committee, either the complainant or respondent may appeal the decision to the Committee by filing a timely written notice of appeal with the complaints committee.
- b) If an appeal is timely filed, the party filing the appeal shall, within fourteen (14) days, provide the complaints committee with a written statement as to the basis for the appeal. The complaints committee shall, within ten (10) days, transmit that document to the party against whom the appeal is filed. That party shall have thirty (30) days to provide the complaints committee with a written statement of his or her position on the appeal. The Admin Officer shall transmit all written statements of the parties to the Committee within ten (10) days after the record is complete.
- c) After receiving any timely filed statements of the parties, the Committee shall issue a written decision on the appeal. The Committee may also, in its sole discretion, determine whether to hold a hearing at which the parties may present their positions and answer questions posed by the Committee. A hearing will be held via telephone or other electronic means unless all parties and the Ethics Committee agree that it should be held in person.



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7. Effect of Dropping of Charges by Complainant or Resignation by Respondent

- a) If charges are dropped by the complainant, the Committee may, at its sole discretion, either terminate the ethics proceeding or continue the process without the complainant.
- b) If the respondent resigns from APOEMN or lets membership lapse after a complaint is filed but before the case is finalized, the Committee may, at its sole discretion, either terminate the ethics proceeding or continue the process. As in any situation, the Committee may also determine to file a complaint with the appropriate law enforcement authority if it believes that a violation of law may have occurred.

8. Reporting

- a) Any written decision of the complaints committee shall be referenced in the Annual Report of the Association.

E: Discipline of Members

1. General

APPOEMN members are subject to discipline for certain conduct. This conduct includes (a) conviction of a serious crime as defined in paragraph 3; (b) conviction of other crimes as set forth in paragraph 4; (c) a finding by the Complaints Committee that the member has engaged in unethical conduct;

2. Forms of Discipline

The discipline available under this Policy includes: (a) a confidential letter of admonition, (b) a public letter of censure, (c) suspension of APPOEMN membership, or (d) revocation from APPOEMN. The Complaints Committee may attach conditions to these disciplinary actions, such as the writing of a letter of apology, the correction of a false statement or statements, the taking of an ethics course, the refunding of money, or any other conditions deemed just in light of the conduct in question.

3. Conviction of a Serious Crime

- a) The membership of an APPOEMN member shall be revoked if the Planner has been convicted of a "serious crime". Membership shall be revoked whether the conviction resulted from a plea of guilty or nolo contendere, from a verdict after trial, or otherwise. Membership shall be revoked even if the member is appealing a conviction, but it will be reinstated if the conviction is overturned upon appeal.



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b) For purposes of this Policy, the term "serious crime" shall mean any crime that, in the judgment of the Committee, involves false swearing, misrepresentation, fraud, deceit, bribery, extortion, misappropriation, theft, or physical harm to another.

5. Unethical Conduct

The forms of discipline set forth in paragraph 2 shall apply to any member who is found to have engaged in unethical conduct in accordance with the procedures established in the Policy on Adjudication of Complaints of Misconduct.

8. Other Conduct Inconsistent with the Responsibilities of a Certified Planner

a) The complaints committee shall have the right to discipline any member for any conduct not otherwise covered by this Policy that the complaints committee determines to be inconsistent with the responsibilities of a APPOEMN member.

b) Conduct covered by this section shall include, but not be limited to, a finding in a civil case that the member has engaged in defamation or similar unlawful action, has knowingly infringed the copyright or other intellectual property of another, or has engaged in perjury.

c) Before any discipline is imposed under this section, the provisions of section 4-b and 4-c shall apply.

9. Petition for Reinstatement

a) Any APPOEMN member whose membership or certification is revoked may petition the Committee for reinstatement no sooner than two(2) years from the time of revocation. The Committee shall determine, in its sole discretion, whether to afford the petitioner a hearing and/or whether to seek additional information. The Committee shall determine, in its sole judgment, whether reinstatement is appropriate and what, if any, conditions should be applied to any such reinstatement.

b) If the Committee denies the Petition, that Admin Officer shall advise the member of the opportunity to file a subsequent petition after twelve (12) months have elapsed from the date of the determination.

10. Publication of Disciplinary Actions

The Committee, in its sole discretion, may publish the names of members who have had disciplinary action imposed and to state the nature of the discipline that was imposed. The authority to publish shall survive the voluntary or involuntary termination or suspension of APPOEMN membership and certification. The Committee, in its sole discretion, may also determine not to publish such information or to publish only so much of that information as it deems appropriate.

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Composition of the Disciplinary Committee and Appointment of its Members

2.1. The association shall appoint no less than three (3) and no more than five (5) individuals to be members of the Disciplinary Committee, at least two of whom must be President and Vice President. Members of the Disciplinary Committee are appointed per incident.

Disqualification of a Member of the Disciplinary Committee

3.1. A member of the Disciplinary Committee participating in a disciplinary procedure shall be impartial and independent. Unless the member declines the duty, he shall immediately notify the Committee of all factors that may be deemed to endanger his impartiality or independence.

3.2. The Disciplinary Committee may, on the initiative of itself or of a Party, declare a member disqualified if he were disqualified to handle the matter as a judge as well as due to other factors that, for a justifiable reason, may be deemed to endanger his impartiality and independence.

Please note: If your complaint results in a law suit, the expenses of each party in connection with any hearing, such as transcripts, travel, and attorneys' fees, borne by that party.