

**NATIONAL ASSOCIATION OF WATCH AND CLOCK COLLECTORS, INC.**

**PROCEDURE FOR HANDLING COMPLAINTS RELATED TO  
MEMBER CODE OF ETHICAL CONDUCT**

**Adopted December 8, 2006**

**Amended January 30, 2009; May 28, 2011**

This procedure is to be used for all complaints regarding alleged violations of the Member Code of Ethical Conduct (the Code). All complaints lodged following this procedure shall be promptly considered and receive full due process, with resolution to be handled as described herein. Note that NAWCC does not provide legal services or legal representation for for any person other than as specified in the NAWCC Bylaws Article I Section 9. Current Bylaws are posted at [www.nawcc.org](http://www.nawcc.org) under Member Central, Governance Documents.

1. Complaints can be initiated between Members or by non-members against Members.
2. Complaints originating at Chapter, Regional, or National Marts are first to be resolved by the General Chairman and/or Mart Chairman. If a complaint cannot be resolved on site, it is to be promptly submitted by the complainant to the Ethics Committee Chair for resolution as per Item 7.
3. Complaints originating on any NAWCC Internet venue, including but not limited to the 4Sale\$NAWCC Auction site, are first to be resolved by the venue Administrator in accordance with the complaint procedure for each such venue, said procedure(s) to be clearly posted thereon. If a complaint cannot be resolved within 30 days is it to be forwarded to the Ethics Committee Chair for resolution as per Item 7.
4. Complaints originating from misuse, abuse, and non-return of Library and Research Center (hereinafter LARC) materials shall be sent by the Library Director to the Ethics Committee Chair as per Item 7.
5. Complaints originating from transactions via the NAWCC MART & Highlights magazine are to be sent directly to the Ethics Committee Chair for resolution as per Item 7.
6. Complaints originating from actions or transactions at any other source or venue not herein described, are to be sent directly to the Ethics Committee Chair for resolution as per Item 7.
7. All complaints sent to the attention of the Ethics Committee Chair as directed above must be hard copy signed original documents. Complaints submitted by E-mail, phone, fax, etc. will not be considered. The mailing address for such complaints is:

NAWCC, Inc.

Attention: Chair, Ethics Committee

514 Poplar Street

Columbia, PA 17512

It is recommended but not a requirement that complaints be sent to this address by Certified Mail, Return Receipt Requested.

8. After reviewing a complaint the Ethics Committee may decline action if it considers the complaint unwarranted. The Ethics Committee Chair shall notify the complainant in writing of the committee decision. The complainant may, within 30 days of notification, appeal the decision in writing to the NAWCC Board of Directors:

NAWCC, Inc.

Attention: Secretary, Board of Directors

## COMPLAINT HANDLING PROCEDURE

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514 Poplar Street  
Columbia, PA 17512

All decisions of the Board are final.

9. Members agree that when deemed appropriate by the Ethics Committee, disputes may be resolved by binding arbitration.
10. Penalties for confirmed violations of the Code shall be strictly subject to due process and commensurate with the seriousness of the incident. These can be from temporary suspension or loss of specific Membership privileges up to and including expulsion from the NAWCC as provided in the Bylaws and Standing Rules.
11. The Ethics Committee Chair is authorized to implement temporary penalties for periods up to six months pending resolution of complaints and seriousness of the alleged offense. Such penalties include but are not limited to:
  - Prohibition of entry to one or more NAWCC Regional or National events
  - Loss of advertising privileges in the NAWCC MART & Highlights
  - Loss of LARC Privileges
  - Loss of access to any “members only” section of any NAWCC Internet venue including the 4Sale\$NAWCC auction.
12. In cases of full or partial suspension of association privileges, the member shall continue to receive NAWCC publications and dues renewal notices according to his member classification.
13. In all instances where Board approval is required for a penalty recommended by the Ethics Committee, or appeal of an Ethics Committee decision, such cases shall only be heard in physical meetings of the Board in executive session. Further, the member will be timely notified of the meeting and shall be invited to appear in person to represent himself before the Board for the hearing of his case. As noted in Item 8, all decisions of the Board are final.