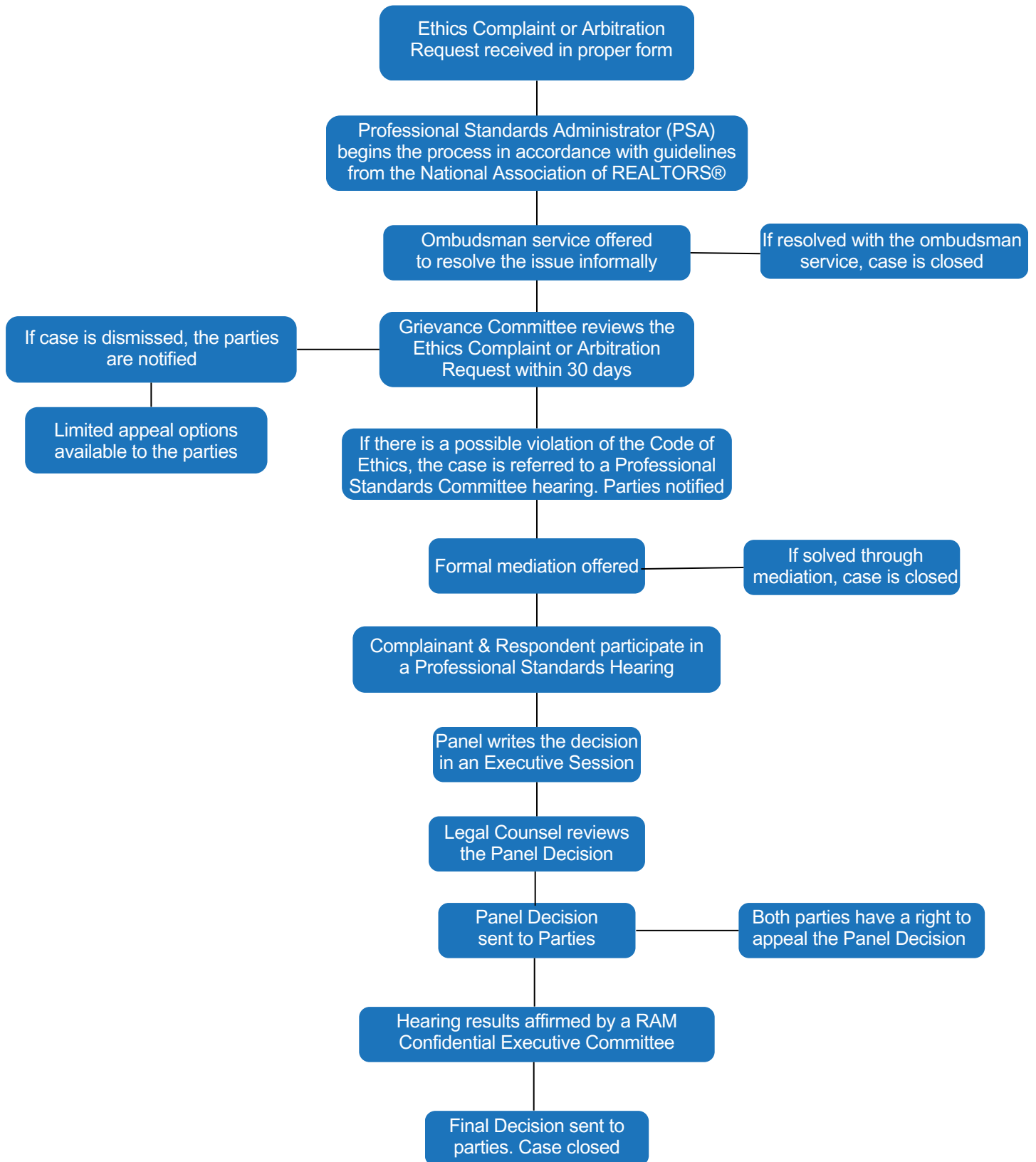


# Ethics Complaint and Arbitration Request Process



***\*It is important to note that Professional Standards Administrators are a neutral party who facilitate the Professional Standards process, and inform parties on the procedures that are to be followed in the complaint process. Professional Standards Administrators do not make determinations regarding whether or not the Code of Ethics has been violated or if money is owed from one party or the other.***