

NATIONAL ASSOCIATION OF WATCH AND CLOCK COLLECTORS, INC.

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

Adopted December 8, 2006

This official 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.

1. Complaints can be initiated between Members or by non-members against Members.
2. The General Chairman and/or Mart Chairman has first responsibility to resolve all complaints initiated at Chapter, Regional, or National Marts. If a complaint cannot be resolved within 30 days it is to be forwarded to the Ethics Committee Chair for resolution as per Item 5.
3. Complaints initiated on any NAWCC Internet venue are first to be resolved 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 it is to be forwarded to the Ethics Committee Chair for resolution as noted in Item 5.
4. Complaints originating from transactions via the NAWCC MART magazine or the eMART, actions at Chapter meetings, or from any other source or venue, are to be sent directly to the Ethics Committee Chair for resolution as noted in Item 5.
5. 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.

6. After reviewing a complaint the Ethics Committee may decline action if it considers the complaint unwarranted. In this case, an appeal can be made in writing to the NAWCC Board of Directors. All decisions of the Board are final.
7. Members agree that when deemed appropriate by the Ethics Committee, disputes may be resolved by binding arbitration.

COMPLAINT HANDLING PROCEDURE

8. 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.
9. 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
10. In all instances where Board approval is required for a penalty recommended by the Ethics Committee, such cases shall only be heard in physical meetings of the Board in executive session. Further, the Member will be timely notified and shall be invited to appear in person to represent himself before the Board for the hearing of his case. As noted in Item 5, all decisions of the Board are final.