Dear Member,

NATHO was founded to promote ethical business practices in the travel healthcare industry, setting the gold standard for conduct that is aligned among member agencies on behalf of travel healthcare candidates and clients. NATHO has established the Ethics Committee to investigate formal complaints of behavior inconsistent with the [Member Code of Conduct](https://www.natho.org/Ethics-and-Standards).

The Ethics committee will consist of a minimum of three members from different membership organizations, led by a chairperson. In the instance of a complaint lobbied against a company with a representative on the Ethics Committee, said representative shall recuse themselves from the investigation and judgement of the committee. If the committee is unable to achieve consensus, the President shall serve as a tie-break.

The attached form letter may be utilized to initiative a formal complaint to the NATHO Ethics Committee. Please see below for instructions on initiating a complaint:

* Formalized complaints will be received by member companies only.
* Any member company filing a formal complaint shall do so only after efforts to address the grievance directly with the company in potential violation have failed.
* Please indicate any need for anonymity, please note that while the committee will make every effort to accommodate these requests, full anonymity may not be possible.
* Please provide a detailed account of the issue/violation and detail steps taken to remedy the issue.
* Please share specific action or remediation that you are requesting.
* Please review section 5 – Greivance Procedures for a full outline of the actions that will be taken in response to formal complaints.

Please feel free to reach out to us directly if there are questions around this process at [info@natho.org](mailto:info@natho.org). Thank you for your membership and we wish you and your business continued success.

NATHO Ethics Committee

Formal Complaint

<Complainant Name>

<Address>

<Phone number>

<email address>

<Current Date>

Dear NATHO Ethics Committee Chairperson:

<Indicate any request for anonymity. Please keep in mind that certain details may have to be divulged to determine if wrongdoing has occurred. In that event your permission to reveal said details will be necessary.>

<Please include a detailed account of how the NATHO member in question has violated the NATHO Code of Ethics. Provide direct reference to sections of the code that are in

violation.>

<Also include action, if any is possible, by the member in violation that would provide sufficient remediation of the violation.>

<Salutation>

<Attach any evidence that may support the claim>

<send to NATHO via email (info@natho.org) as a signed pdf document or via post to:

National Association of Travel Healthcare Organizations (NATHO)

5329 Fayette Avenue

Madison, WI 53713>