

Complaint Procedures

The National Honor Society & National Junior Honor Society

The national office of NHS & NJHS has established the following guidelines for handling complaints from parents or other interested parties regarding the activities of one of our member chapters. Review and follow the instructions to facilitate the fastest possible response from our staff.

Instructions:

1. Review the NHS or NJHS Constitution and the 'Notice to Parents' in the [Parent Zone](#) of our Web site. The national office cannot hear appeals or render decisions for selection or dismissal. We do investigate complaints involving a chapter's non-compliance with the constitution and/or policies of NHS & NJHS. Your complaint should cite specific instances of a chapter's violation of NHS or NJHS policies. **Please note:** Your first step is to raise these concerns with the **chapter adviser** and the **principal** of the school. The national office will not pursue matters on your behalf unless indication of this initial contact is provided and the school has had an opportunity to address the issue.
2. To ensure a thorough review of your concerns, provide all required information. All forms require a signature. Forms may be submitted via fax, U.S. mail, or scanned and sent via email. **Anonymous complaints and correspondence will not be accepted or investigated, and will be discarded. Updates regarding the status of the complaint will be sent via email.**
3. If possible, include copies of chapter bylaws, dismissal and selection procedures, and any relevant correspondence with the school. Bylaws are often provided to Honor Society members by the chapter adviser or school principal.

Chapters are required to publish their selection procedures, provide dismissal information upon request, and provide bylaws to current chapter members. If these documents do not exist or the chapter is unwilling or unable to provide them, please note that in your complaint.

4. **Do not** embellish or otherwise misrepresent actions of the chapter (adviser, Faculty Council and/or principal.) Avoid including any unfounded allegations or rumors in your correspondence. This includes rumors or hearsay about other students/members and their membership status.
5. **Do not** include academic records, medical records, recommendations, legal documents or other privileged information. All complaints and attachments become the property of NHS and NJHS and cannot be returned.
6. Upon completion submit to:

National Honor Society & National Junior Honor Society
Policies & Procedures: Complaints
1904 Association Drive
Reston, VA 20191
703-476-5432 (fax) Email: nhs@nhs.us (email subject: NHS/NJHS Complaint)

National Honor Society & National Junior Honor Society Complaint Form

All fields are required. Please complete all sections. Incomplete documents will not be reviewed. **Signature is required at the bottom of the page.** Provide the text of your complaint on additional pages as needed.

Date: _____

Name: _____

Email address: _____

Phone number: _____

Member/Student name (if applicable): _____

School name & address: _____

Principal: _____

Adviser: _____

****I have addressed this issue with the chapter adviser and school principal (or other administrator) and it remains unresolved. Initial next to both.**

____ Chapter Adviser

____ Principal or other administrator

***Note:* The national office does not pursue complaints unless both of these individuals have been notified first of the concern and given the opportunity to respond or resolve the matter.

Chapter Category: NHS NJHS

Nature of complaint (mark as needed):

Non-selection (violations of NHS or NJHS selection requirements): _____

Improper dismissal/due process: _____

Other: Explain: _____

Signature: _____