



# IAM Issue Resolution System

## Issue Resolution Guidelines

Issues will be filed through the IIRS interface at IAM Mobility Exchange (IAMX).

1. The IIRS will provide an online service where any IAM Member may file and document an Issue against an IAM Member. Under the IIRS, all members are subject to the terms of the IAM Membership Agreement. **IAMTrusted Moving Companies** and **IAMTrusted Industry Partners** (Collectively referred to as **IAMTrusted Company**) are also subject to the terms of their respective IAMTrusted Agreement.
2. To initiate an Issue, the company filing the Issue ("Filing Company") must be an IAM Member in good standing<sup>1</sup>
3. The **IAMTrusted Company** will record acknowledgement of the issue utilizing the IIRS system within 10 business days.
4. The **IAMTrusted Company** will make every effort to resolve the Issue with the Filing Company within 30 days ("resolution period"). If the Filing Company accepts the resolution offer, the **IAMTrusted Company** will file a copy of the resolution within the IIRS.
5. If the Issue cannot be resolved between the Filing Company and the **IAMTrusted Company** within 30 days, the Filing Company will have the following options:
  - a. Move the Issue to IAM Staff for review
  - b. Accept the resolution offered by the **IAMTrusted Company**
  - c. Close out (withdraw) the Issue without resolution
6. The Filing Company is required to update IIRS with one of these options within 15 days following the end of the resolution period. If this update is not made, the issue will be considered withdrawn and closed.
7. Depending on the type of Issue, IAM Staff would have the options to dismiss the Issue, process it per the [RPP Operating Rules and Regulations](#), or the [IAM Procedures for Dispute Resolution and Ethics Enforcement](#).
8. The **IAMTrusted Company** agrees to abide by any judgment resulting from an Issue referred by IAM Staff to its established resolution processes in the RPP Operating Rules and Regulations and IAM Procedures for Dispute Resolution and Ethics Enforcement.

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<sup>1</sup> The International Association of Movers (IAM) defines "good standing" in Article IV, Section 4 of [its By-Laws](#) as "No member shall be considered to be in good standing if the member is delinquent to IAM for dues or other obligations."



## IAMTrusted Company Designation on the IAM Mobility Exchange (IAMX)

The **IAM** will award the **IAMTrusted Company** designation once the company meets the requirements of the **IAMTrusted Company** agreement. This **IAMTrusted** designation will be displayed as part of the **IAMTrusted Company's** profile at the IAM Mobility Exchange (IAMX), IAM's online membership directory. The **IAMTrusted Company** will maintain their designation and **IAMTrusted Company** status if it adheres to the requirements set forth in the IAMTrusted Moving Company Agreement.

- If an **IAMTrusted Company** fails to meet any of the requirements of the IAMTrusted Company Agreement, the **IAMTrusted Company** designation will be removed from their IAMX Company Profile and search results listing. They may not use the IAMTrusted logo and branding in advertising and promotions.
- An **IAMTrusted Company** that fails to meet the requirements of the IAMTrusted Company Agreement three or more times will face a review of their **IAMTrusted Company** status which may lead to a suspension of their **IAMTrusted Company** designation.
- **Companies that** lose their **IAMTrusted Company** status may apply for reinstatement 30 days after documenting that they have resolved all open issues under the Trade Issue Resolution Guidelines.

**IAMTrusted Companies who face a suspension of their IAMTrusted Company designation must wait one year from the date of their suspension before becoming eligible to reapply for IAMTrusted Company status.** Decisions made based on the RPP Operating Rules and Regulations or the IAM Procedures for Dispute Resolution will be accepted as final and binding.