



**Nationwide Mortgage Licensing  
System  
Testing and Education  
Standards and Rules of Conduct - Complaint Form**

**Purpose** – This form is to be used to file a complaint against a course provider, test taker or education participant who may be in violation of the NMLS User Agreement, the Candidate Test Security and Confidentiality Agreement (CA), the Rules of Conduct for Test Takers (ROCTT), the Rules of Conduct for Education Students (ROCS) or a violation of the Standards of Conduct for Course Providers (SOC). Please consult the NMLS Resource Center for information regarding NMLS User Agreement, CA, ROCTT, ROCS and the Administrative Action Procedures.

**Directions** – Please complete all fields below. The completed form can be emailed to [MTEBInvestigations@csbs.org](mailto:MTEBInvestigations@csbs.org) or faxed to (202) 296-1928.

**Section I. Contact Information**

The State Regulatory Registry LLC (SRR) staff may wish to contact you regarding your complaint. Please provide your contact information.

Salutation: Mr.      Ms.      Mrs.			Other:		
First Name:		Middle Initial:		Last Name:	
Street Address:					
City:			State:		Zip:
Home Phone:			Work Phone:		
E-mail:					
What is the best way to contact you?		Phone	Mail	Email	
What is the best time to contact you?		Morning	Afternoon	Evening	

**Section II. Type of Violation**

Please identify who your complaint is about:
<input type="checkbox"/> Test Taker <input type="checkbox"/> Education Student <input type="checkbox"/> Course Provider <input type="checkbox"/> Other

**Section III. Description of Complaint**

<b>Organization or Individual in Violation:</b>
If this is a complaint against a course provider, have you tried to resolve your complaint with the individual or company?    Yes    No

If Yes, When?	How: Phone      Mail      In Person      Other
Contact Person:	Title of Contact Person:

Describe, in detail, how the individual or company violated the NMLS User Agreement, CA, ROCTT, or ROCS or the SOC. Please include names, dates, location, and times as applicable. Be as complete as possible in your description. Please include any documentation related to your complaint such as computer screenshots or emails.

I certify that the information provided on, or with, this form is true and correct to the best of my knowledge.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_