Ethics Discussion:
Question: If a complaint is filed for a CCA recommending a product that he knew didn't do what it claimed to do (as in the Code of Ethics, section III 8, p 13), how does the committee proceed since p 14 states that the review process does not include an evaluation of the defendant's recommendation on a specific job or project?

From Code of Ethics:
Article III, #8: A CCA protects the interest of a client by recommending only products and services that are in the best interest of the client and public.

Article II. Relation of Professional to the Public
1. A CCA shall avoid and discourage sensational, exaggerated, or unwarranted statements that might induce participation in unsound enterprises.
2. A CCA shall not give professional opinion, or make a recommendation, without being as thoroughly informed as might reasonably be expected considering the purpose for which the opinion or recommendation is desired; and the degree of completeness of information upon which it is based should be clear.
3. A CCA shall not issue a false statement or false information even if directed to do so by employer or client.

From the Complaint Investigation Procedures:
The complaint review process does **not**:
- include an evaluation of the defendant’s recommendation on a specific job or project,

Discussion: Is there a conflict between the code of ethics and the statement on what the complaint review process does not do?