

	CREATION DATE February 15, 2012	DATE REVISED July 26, 2024
	POLICY AREA / CATEGORY	DATE APPROVED / EFFECTIVE DATE March 01, 2012
POLICY TITLE COMPLAINTS	VERSION	DATE REVIEWED July 26, 2024

SUMMARY & PURPOSE:

This policy shall describe the key components and processes that are to be followed for any complaints that are received.

DEFINITIONS:

Complaint: Any item that is not a general inquiry, nor rises to the level of an appeal, but can be considered a negative statement shall be considered a complaint.

POLICY:

Individuals at any stage of the certification process may submit a complaint.
All complaints shall be managed in an appropriate and timely manner.
All complaints shall be seen as an opportunity to learn and improve the certification programs.

SCOPE/APPLICABILITY:

The policy shall apply to all individuals who are engaged in the certification process at any stage and shall be applied fairly in all circumstances as described above.

PROCEDURES TO ENSURE COMPLIANCE:

1. Any individual wishing to submit a complaint must do so in writing (email is acceptable) to the Director of Certification.
2. The complaint must include sufficient information to support investigation of the complaint.
 - a. SSH staff shall obtain additional information from the individual as needed to initiate an appropriate investigation.
3. Information found during the investigation shall be evaluated to determine if any action shall be taken that may or may not include a remedy to the individual filing the complaint.
4. Investigation findings shall result in one of the following actions taken:
 - a. No additional action if circumstances do not warrant.
 - b. SSH staff determined action as allowed within existing policies and procedures.
 - c. Certification Council determination of any additional action that has not previously been documented in existing policies and procedures.
5. Compilation of all data and export of investigation results to the Certification Council for evaluation of processes and potential resolutions.

SUPPORTING/REFERENCE DOCUMENTATION:

- None

RELATED POLICIES & PROCEDURES AND ASSOCIATED FORMS:

Appeals Policy

ASSOCIATED NCCA STANDARD(S):

- None

POSTED PUBLICLY: YES