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 to be a complaint.

POLICY:
Individuals at any stage of the certification process may have a complaint about a particular item. All complaints shall be managed in an appropriate and timely manner. All complaints shall be seen as an opportunity to learn and improve the Program.

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).
2. The complaint must include sufficient information to support investigation of the complaint.
   a. Staff shall obtain additional information from the individual as needed to complete 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. Staff determined action as allowed within existing policies and procedures.
   c. Council leadership and/or 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 results to the Quality Subcommittee for evaluation of processes and potential remedies for recommendation to the Council for approval.

SUPPORTING/REFERENCE DOCUMENTATION:
• None

RELATED POLICIES & PROCEDURES AND ASSOCIATED FORMS:
• Appeals Policy

ASSOCIATED NCCA STANDARD(S):
• None

POSTED PUBLICLY:  YES/NO