



# COMPLAINTS POLICY

## A) Submission

Complaints shall be submitted in writing via postal mail or email to the Certification Manager within 30 calendar days of the incident's occurrence. The Complaints Form is located on the website at <https://www.iti.com/construction-hazard-awareness-certification-policies#appeals>

Please submit by Email to: [jennifer.wyman@iti.com](mailto:jennifer.wyman@iti.com)

Or by Postal mail to:

Industrial Training International | Attn: Complaints | 9428 Old Pacific Highway | Woodland, WA 98674

## B) Complaints Information

Complaints shall include:

- Name of complainant
- Postal address of complainant
- Email address of complainant
- Telephone contact number(s) of complainant
- Exam Taken (if applicable)
- Exam Location (if applicable)
- Exam Date (if applicable)
- Reason for Complaint (*Include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint.*)
- Outcome Desired

## C) Initial Acknowledgment

The acknowledgment will include at a minimum:

- Copy of the complaint
- Confirmation of the type of complaint\*
- The complaints process
- A deadline for initial response to the complaint

## D) Review

Complaints received shall be reviewed by the Certification Manager and Certification Staff within 10 business days. If complaint is found to be addressable, the Certification Staff will resolve the issue(s) **within 30 business days** after the review is completed.

## E) Response

The response will be sent to the complainant within 5 business days of the conclusion of the review, or the resolution (whichever is applicable). The response will be one of:

- **Complaint Denied**, along with an explanation for the denial. The denial will include information on complainant's further recourse if complainant wishes to pursue the complaint.
- **Complaint Resolved**, along with an explanation of the actions that were taken on behalf of the Certification Department.

## F) Escalation

Should the complainant be dissatisfied with the response, complainant may request that the complaint be reviewed by the Certification Advisory Commission.

## G) Certification Advisory Commission Review

If a complaint is found to warrant escalation, the Certification Advisory Commission Chair is notified, and the complaint shall be reviewed by the Certification Advisory Commission and a decision shall be communicated to the complainant within a period of no longer than 30 days. All decisions by the Certification Advisory Commission are final.

\*If the complaint is against a certified individual (i.e. a complaint of an ethics violation by a certificant) it will be handled and processed through the Appeals Board. In this case, and as part of your initial acknowledgment correspondence, you will receive an Appeal Submission Form which you will need to fill out and return per the instructions on the form, and a copy of the appeals process. If the complaint is against certification activities (i.e. there was too much noise in the exam room) it will be handled and processed as a complaint.