

## **POLICY**

ICHCC has established this Policy and Procedure to receive, evaluate and makes decisions on complaints.

ICHCC has included an overview of the complaints-handling process on the website.

ICHCC has established a standardized complaints-handling process to ensure fairness and equitably among different stakeholders (e.g., applicants, candidates, certificants, third-party).

ICHCC personnel involved in the complaints-handling process are bound by the Confidentiality, Impartiality and Conflict of Interest Rules throughout and after the completion of the process.

ICHCC has segregated the roles of personnel engaged in the decision-making process from those involved in the complaints-handling process as shown below.

- Decision-Making Process: Business Operations Administrator
- Complaints-Handling Process: Commissioner of a respective Board of Commissioners (depending on which credential the certificant holds)

## **PROCEDURE**

### **Confirm the Receipt of the Complaint**

Applicants, candidates and certificants (“individual”) have the right to complain about any matter related to the certification activities.

An individual or entity that is not part of ICHCC or does not hold the status of the applicant, candidate or certificant (“external party”) have the right to complain about a specific candidate or certificant.

Both parties must fill out the Complaints Form that is available on the website.

The Business Operations Administrator must evaluate whether the Complaints Form submitted by an external party is related to its certification activities, candidates and/or certificants before proceeding with the next steps.

The Business Operations Administrator should confirm the receipt of the complaints within three (3) days from the complaint submission date. The Business Operations Administrator should inform a commissioner of the respective Board of Commissioners (depending on which credential the certificant holds) to verify, investigate and decide on the complaint at least two (2) days in advance.

### **Validate, Investigate and Decide on the Complaint**

The Business Operations Administrator should provide the commissioner with the Complaints Form and other relevant document submitted by an individual or external party. The Commissioner may request additional information on the case from the Business Operations Administrator.

The Commissioner should validate, investigate, and decide on the complaint based on the information provided. The Commissioner should document the outcomes of this process and send it to the Business Operations Administrator for information and communication purposes.

### **Communicate the Complaint Outcome**

The Business Operations Administrator should communicate the complaint outcome to the individual in writing (“formal notice”) within two (2) weeks from the complaint submission date.

The Business Operations Administrator should record the outcomes of all steps of the complaints-handling process in the Complaints Management Inventory for tracking purposes.

### **SUPPORTING DOCUMENTS**

- Complaints Form
- Complaints Management Inventory