



Certificant Complaints and Disciplinary Actions

Policy Number: 214

DETERMINATION OF VIOLATION

Upon completion of an investigation, if a determination has been reached that there has been a violation of the NRPP Code of Ethics for NRPP Credentialed Professionals, then one of the following four (4) sanctions shall be imposed.

Class D First-time Minor Infraction

2 Points (i.e., additional CE credits required prior to renewal)

Points are deferred and not required if the complainant's concerns are resolved. Specific topics for continuing education may be stipulated

NOTE: The intent of Class D and C sanctions is to both solve a complainant's concerns and to nurture mature practices in professional practice and conduct. Failure to respond or make an effort to resolve the complaint can result in Class A sanctions that could ultimately result in suspension of certification(s).

Class C Multiple Infractions

Second complaint: 2 points plus 2 points previously deferred for Class D offense (i.e., 4 CE credits required prior to renewal).

At the discretion of the Compliance Manager relative to the nature of the complaint:

- Specific topics for continuing education may be stipulated
- Audits of quality assurance plans may be required that include:
 - Administrative fees for conducting the audit(s) and,
 - Submittal of quality control records across a specified time period before and/or after the date of the infraction(s).

Class B Infractions with substantial potential for immediate harm to health and safety

8 points (i.e., 8 additional CE credits required)

At the discretion of the Compliance Manager relative to the nature of the complaint:

- Additional points may be required (i.e., CE credits)
- A rapid deadline for obtaining continuing education may be stipulated
- Audits of quality assurance plans may be required that include:
 - Administrative fees for conducting the audit(s) and,

- Submittal of quality control records across a specified time period before and/or after the date of the infraction(s).

Class A

Egregious Infraction or Violation of the trust invested in the individual by virtue of granting the NRPP credential(s) or listing, such as: non-cooperation with an investigation, harassment, of a consumer or staff and/or continued violations of standards or policies

- Failure to respond to a complaint, multiple administrative oversights in policy adherence, or harassment of a consumer or stall shall be grounds for suspension. The individual, laboratory, listed chamber or listed device shall normally be considered ineligible for reinstatement for a period of 2 years.

Other examples of Class A Infractions to warrant this degree of sanctions include, but are not limited to:

- Falsification of credential application or renewal application
- Falsification of QA/QC data (Note: inadequate QA/QC will result in discipline and, if not corrected, decertification)
- Falsification or failure to provide any information requested by NRPP to investigate any misconduct or code of ethics violation
- Cheating or other irregularities related to the administration of an NRPP examination
- Failure to maintain the confidentiality of credential exam questions or answers
- Unauthorized possession of, use of or access to NRPP examinations, certificates, wallet identification cards, logos of NRPP, and any other NRPP documents and materials
- Flagrant or multiple violations involving four documented case reviews over a three-year period that result in sanctions for infractions or lack of adherence to policies shall be grounds for suspension. The individual, laboratory, listed chamber or listed device shall be normally considered ineligible for reinstatement for a period of 5 years.
- Infractions related to a criminal felony conviction, specifically related to murder, assault, assault and battery (including sexual), fraud, home invasion, extortion, burglary, property theft and larceny shall be grounds for revoking certification. The individual shall normally be ineligible for reinstatement.

For clarity, actions that warrant this degree of sanctions include, but are not limited to: Any assault, battery, unlawful harassment, or non-consensual physical contact involving a customer or member of a customer's family, NRPP staff or members of NRPP related committees.

- Depending upon the nature and severity of the infraction, punitive penalty fees may be additionally assessed as a condition of reinstatement

Consideration of actions in response to a Class A Infraction shall be conducted by the Compliance Manager in coordination with, or subsequent to authorization of the Certification Management Committee for ruling on:

- Suspension of certification or listing until resolved
- Administrative decertification or delisting in accordance (see next section)
- Revocation of certification or listing

- Determinations on reinstatement eligibility and probationary conditions and durations (see following section)
- Determinations for convening a Compliance Review Committee for review and adjudication of final determinations on appeals, sanctions, reinstatements, suspensions or revocation of a certification or listing.