



Complaints Against NRPP and its Certification Programs

General Policies

Complaints against certification activities are for instances in which individuals believe NRPP is not in compliance with its own policies or with the requirements of ISO/IEC 17024, that policies have been unfairly applied, or that certification decisions are unjust or inaccurate.

This category includes complaints against NRPP's policies, certification requirements, certification decisions, and complaints about anyone involved in any part of the certification process such as course trainers, examinees, exam proctors, and NRPP employees and volunteers.

Disputes and grievances are considered informal complaints and are not governed by this policy or processed according to this procedure. NRPP staff are encouraged to resolve disputes and grievances as they occur and are empowered to do so. The complainant is encouraged to file a formal complaint if the issue cannot be resolved to the complainant's satisfaction or when an acceptable resolution cannot be reached by informal means.

To be considered a formal complaint and processed according to this procedure, the complainant must complete and submit a [Complaint Form](#).

The complaints process is expected, but not guaranteed, to take no longer than 30 business days (6 weeks) to complete, from receipt of the complaint to determination and notification of the outcome. After a complaint has been closed, the certificant can appeal the decision (see *Appeals*).

All complaints-related information provided to the Compliance Office is kept confidential to the extent possible.

Filing a complaint will not result in any discriminatory action against the person submitting the complaint.

The group or individual responsible for handling or deciding on the complaint cannot be directly responsible for the subject (topic) of the complaint. Formal complaints against individuals cannot be handled or decided on by the person that the complaint is about.

Procedure for Handling Complaints Against NRPP Certification

To file a complaint of this type, complete [this form](#) and provide any evidence in support of the complaint. Complaints of this nature may be filed anonymously, but the Compliance Office will not be able to provide updates as to the status of the complaint or the outcome.

NRPP's Compliance Office will acknowledge receipt of the complaint, confirm all information has been provided, and will notify the complainant, within 5 business days, if additional information to process the complaint is needed.

If the complaint is against certification activities, the Compliance Office investigates the complaint and NRPP's Proficiency Director makes a decision based on the results of the investigation.

If the complaint is against certification personnel (staff or volunteers), the complaint is handled by the Certification Management Committee (CMC). The CMC may convene a disciplinary panel of Certification Council members to hear the complaint and provide a recommendation to the CMC. The CMC makes the final decision on resolution of the complaint.

NRPP will notify complainants of the outcome of the investigation and their right to appeal if unsatisfied with the decision.