



## POLICY 46 – COMPLAINTS

### **I. Purpose**

CCI is interested in the continued improvement and sustained quality of all aspects of its operations. The purpose of the complaints procedure is to provide an efficient, fair and accessible process for responding to and resolving complaints from CCI's constituency.

### **II. Definition of a complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CCI. Complaints about CCI credential holders are handled according to CCI's Ethics and Disciplinary Policy: Policy 10; Section II.

### **III. Procedure for Complaint Submission and Review**

CCI will receive verbal, written, or email complaints regarding any aspect of the CCI operations. Complaints must include specifics regarding the basis of the complaint, name of the complainant, relevant supporting documentation and contact information for the complainant. CCI Staff will conduct the initial review of all complaints to determine if the complaint is valid and actionable. In the event that the initial reviewer is the subject of the complaint, the complaint will be reviewed by another staff member or a CCI volunteer leader.

All complaints will be responded to within 10 business days regarding the initial review and any action taken as a result of the complaint.

At the end of the review, CCI staff will notify all parties, in writing of the outcome(s).

Complaint summaries and recommended resolutions will be logged and reviewed on a periodic basis to identify trends which may indicate a need to take action.