

## Complaints and Appeals

**Policy:** A review and appeals process is available to individuals seeking an amendment of a decision denying a Certificate from a NEHA Certificate Program. The EZ Associate Director, Education and the Advisory Group conduct review and appeals processes. The decision of the EZ Associate Director, Education, with input from the Advisory Group, is final. Failure of a NEHA Certificate summative assessment is not subject for an appeal.

**Purpose:** To outline the complaint and appeal process.

A “complaint” is defined as a cause or reason for dissatisfaction, a grievance.

An “appeal” is defined as a resort to a higher authority or greater power, as for sanction, corroboration, or a decision.

### Procedure:

1. **Written Complaints and Appeals** - All complaints and appeals shall be submitted, in writing, to [support@neha.org](mailto:support@neha.org). The appropriate personnel assigned to monitor all complaints and appeals is not involved in the resolution determination process. EZ's Associate Director, Education, with recommendations from the Advisory Group, is responsible for final determination of complaints and appeals.
2. **Submission** - These complaints and appeals shall be forwarded to the appropriate personnel assigned to monitor all complaints and appeals. This individual will conduct the appropriate review of the entry and elevate the issue, accordingly.
3. **Review** – The appropriate personnel assigned to monitor all complaints and appeals (if applicable) will then send the information to the EZ Associate Director, Education. The final determination of the complaint and/or appeal is up to the EZ Associate Director, Education after input from the Advisory Group.
4. **Tolerance** - Complaints and appeals are resolved in an unbiased and timely manner.
5. **Duration** - Complaints and appeals shall be reviewed within five (5) business days from receipt of written complaint, and recommendations for action are submitted to the Advisory Group within ten (10) business days from receipt.
6. **Final Determination** – Final determination and notification are made by the EZ Associate Director, Education, with input from the Advisory Group, within fifteen (15) business days from receipt; 30 days total.
7. All complaints, appeals, and resultant actions will be recorded in the Corrective and Preventive Actions Log.