

TITLE: 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 Program Administrator and the Board of Directors conduct review and appeals processes. The decision of the Boards is final. Failure of any NEHA Certificate 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. Writing Complaints - All complaints and appeals shall be submitted, in writing, to support@neha.org. NEHA Oversight Committee is responsible for final determination of complaints and appeals.
2. Submission and Review - These complaints and appeals shall be forwarded to the appropriate personnel assigned to monitor all complaints and appeal. This individual will conduct the appropriate review of the entry and elevate the issue according, ultimately making recommendations for action to the Oversight Committee.
3. Tolerance - Complaints and appeals are resolved in an unbiased and timely manner.
4. Duration - Complaints and appeals shall be reviewed within five (5) business days from written receipt and recommendations for action are submitted to the Oversight Committee within ten (10) business days from receipt.
5. Final Determination - Final determination and notification are made by the Oversight Committee within 15 business days from receipt; 30 days total.