CCO Certification Administrative Complaints Form

Please complete this form with as much detail as possible to lodge your Administrative Complaints. It is CCO Certifications's Policy to ensure confidentiality to the extent possible; however, it is necessary to include your contact information to helps us conduct a thorough investigation.

1. Contact Information

FIRST NAME	M.I.	LAST NAME	SUFFIX

TELEPHONE	MOBILE

EMAIL

2. Instructions

What is an Administrative Complaint?

Administrative complaints may include, without limitation, CCO Certification staff failing to adhere to published policies or procedures, not responding to inquiries in a timely manner, unprofessional conduct by an CCO Certification employee, or other issues. However, not all complaints are administrative. For further clarification, please review the descrip-tions below before registering your administrative complaint.

- **Program Integrity**—To lodge a complaint regarding an CCO Certification Program Participant (Certificant, Practical Examiner, etc.), a violation of the CCO Certification Code of Ethics, or a similar program integrity matter, see the CCO Certification Program Integrity Policy.

- **General Feedback**—For general feedback, suggestions, or comments other than complaints, please contact CCO Certification Customer Service. For questions or information regarding CCO Certification certification programs, including certification requirements, please contact CCO Certification Customer Service.

- **Administrative Appeals**—If you have been the subject of an adverse administrative decision that is subject to appeal (typically involving your certification), and you received a written notice that you have a right of appeal under CCO Certification's Decisions/Appeals Process matrix, you may have a right to appeal o the Administra-tive Appeals Committee or other appropriate body. For information about pursuing an appeal, please see the CCO Certification Appeals Policy & Procedures.

- **Administrative Complaints**—For complaints of an administrative nature involving dissatisfaction with CCO Certification services or the conduct of an CCO Certification employee, as defined above, please proceed below.

3. Details Concerning Your Complaint

Date of Incident(s) or Occurrance(s): _____

Description of Administrative Complaint (please include as much detail as possible):

_____

_____

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Please email this completed form, with any supporting documentation, to admincomplaints@ccocert.org. We will be in contact with you shortly to discuss the matter.

CCO Certification
990 W. Bellwood Ln., Suite 100
Murray, UT 84123
801-363-2693
www.nccco.org

FOR CCO Certification USE ONLY

- ☐ Reviewed by: _____
- ☐ Date: _____
- ☐ Comments: _____

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