

Complaints and Appeals Policy and Procedure

Authorized By:	G. Franklin Lewis	Date Authorized:	3/16/2011
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Related Documents:	

Any questions or concerns with this Policy and Procedure document should be referred to the first-line supervisor. If questions are not resolved, follow the organizational chart.

1.0 Purpose

The purpose of this policy and procedure document is to ensure all end-users have ready access to fair and inexpensive complaints and appeals process.

2.0 Scope

The policy and procedure applies to all cases of complaints or appeals, as defined, and is available to all end-users utilizing products and services under AboveTraining Inc. and its divisions.

The complaints and appeals process has three separate stages, depending on the nature of the complaint or appeal. These are:

- 1) An informal process between the persons involved.
- 2) An informal process between the end-user and first-line supervisor.
- 3) An internal formal process for matters that have not been able to be resolved informally.

3.0 Definitions

For purposes of this policy the following definitions are provided:

- *Appeal, n*—request for reconsideration of adverse decision.
 - *Examples:* failed the test twice, test wasn't clear, course information wasn't clear, course didn't adequately prepare for the test.
- *Complaint, n*—request for corrective action relating to the activities of the complainant as it directly relates to AboveTraining Inc.
 - *Examples:* Certificate information error, computer died, charged twice, course isn't playing properly.
- *Complainant, n*—the person lodging the complaint or appeal.

4.0 Policy

1. AboveTraining Inc. will encourage all complaints to be resolved informally in the first instance. If the persons involved would like assistance to resolve a matter informally, they are encouraged to speak with a customer service staff member.
2. If the complaint cannot be resolved informally in the first instance, persons involved are encouraged to speak with a Customer Service Supervisor.
3. Formal Complaints must be emailed to complaintsandappeals@abovetraining.com which is forwarded to the person holding authority for the program. Formal complaints must be submitted in writing and contain the reason for complaint or appeal, steps of escalation, projected outcome, and means of restitution.
4. The process for resolving the formal written complaint will commence within ten (10) working days.
5. Resolving the matter will be considered a priority by AboveTraining Inc. and every reasonable resource will be made to resolve the formal complaint or formal appeal as soon as possible.
6. All complaints and appeals will be approached with a fair and transparent manner with the complainant being provided information about their formal complaint or formal appeal with corresponding resolution as deemed necessary.
7. The internal formal process will be at no cost to the complainant.
8. AboveTraining Inc. will ensure the matter is handled in confidentiality.
9. A written statement of outcome will be given to the complainant including reasons for decision.
10. The complainant's current state will be upheld during the formal process of complaint or appeal.

5.0 Procedure

5.1 Informal Process

1. Complainants are encouraged to resolve complaints informally in the first instance.
2. Any staff member can assist in resolving informal complaints.
3. If informal complaints are not solved by a staff member the claim is escalated to the Customer Service Supervisor
4. If the matter is resolved informally there is no need for official records to be kept.
5. If the issue is not resolved the complainant should proceed with a written formal complaint or appeal.

5.2 Formal Internal Review

1. Formal Complaints must be emailed to complaintsandappeals@abovetraining.com which is forwarded to the person holding authority for the program. Formal

complaints must be submitted in writing and contain the reason for complaint or appeal, steps of escalation, projected outcome, and means of restitution.

Consideration of complaints or appeals includes the following:

- Review relevant documentation
- Consider any informal decision made to date
- Discuss the matter with staff members and complainant
- Form a recommendation
- Notify the complainant in writing of any outcome

The process will commence no later than ten (10) days from receipt of formal complaint or appeal.

5.3 Annual Review of Complaints and Appeals

1. Complaints and Appeals are reviewed annually by senior management team with reports from the Customer Service Supervisor.
 - a. Reports contain frequency of complaints and appeals, decisions concerning them, and solutions to prevent repetitive complaints or appeals.

6.0 Audit Frequency

This policy and procedure document will be audited yearly.