Assessment Center Complaint Process

An individual or organization submits a complaint about an Assessment Center (AC) staff member.

- The complaint is referred to ICC Human Resources in accordance with ICC policies and procedures.

A candidate or certificant submits a complaint about a certification related process.

- Assessment Center staff investigates the complaint.
- The complainant is notified of the outcome.

An individual or organization submits a complaint about a candidate or certificant.

- Action Required by Certification Committee (CC)
- No Action Required by CC
- AC forwards to the CC for a Disciplinary Hearing
- AC addresses the complaint directly
- Candidate/certificant is notified of pending CC Disciplinary Hearing
- Disciplinary Hearing is held; CC renders a decision
- Candidate/Certificant is notified
- No Action Required by CC
- Action Required by Certification Committee (CC)