

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)

AC forwards to the CC for a Disciplinary Hearing

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

AC addresses the complaint directly