

## Complaint Handling

In addition to exam item contests, general complaints may be received by CWNP. Such complaints fall into two categories:

- Complaints against learning materials
- Complaints against certifications

As an accredited organization providing certification of persons, it is essential the CWNP follow a process for handling complaints against certifications. Complaints against learning materials will be handled by standardized customer service procedures and are not addressed in this document.

Complaints against certifications shall be handled according the process documented later in this section.

Complaints against certifications may include but not be limited to the following:

- Complaints against objectives
- Complaints against processes (exam duration, exam locations, account management, etc.)
- Complaints against changes in processes (certification renewal cycles, systems used, etc.)
- Complaints against the certification exam items (addressed in the section titled Contesting Procedures)

Of these listed items, only the first three require additional information as the fourth is addressed under Contesting Procedures. That which makes the first three unique from the fourth is the opportunity of pre-knowledge. It is not possible for the candidate to ethically know the actual items that will be on the exam. However, it is within the power of the candidate to know the objectives, the process of examination, and changes in processes (given sufficient notice) before taking further examinations. Therefore, to prevent significant numbers of complaints against these three, CWNP shall:

- Provide objectives publicly on the organization's website at least 30 days before a new exam is made available.
- Define processes essential to the examination process on the organization's website, including but not limited to:
  - o Exam duration (for example, 90 minutes)
  - o Exam item count (for example, 60 questions on an exam)
  - o Required passing score (for example, 70%)
  - o Item types (for example, multiple choice/single correct, image-based, etc.)

- Announce significant changes to processes at least 30 days before they occur.

In addition to these proactive measures, when complaints are received, they shall be processed in the following manner:

1. The recipient of the complaint shall document the complaint within a secure documentation system including but not limited to the following information:
  - a. Name and identify information of the complainant
  - b. Details of the complaint and the process or product about which it is lodged
  - c. Date of the complaint receipt
2. The recipient of the complaint shall notify the complainant of receipt.
3. The recipient of the complaint shall evaluate the complaint to determine the appropriate personnel (referred to as handling personnel hereafter) for complaint evaluation. Said personnel shall be notified of the complaint.
4. The handling personnel shall provide status to the complainant weekly during the evaluation process.
5. The handling personnel shall evaluate the complaint considering similar complaints and provide an appropriate response.
  - a. Acknowledge the error and provide the complainant with a response as to how the error shall be resolved with a timeframe within which it shall be resolved.
  - b. Respond to the complainant with an explanation of how the complaint is invalid and provide solutions or alternatives to the complainant.
  - c. Escalate the complaint to appropriate personnel (who become the new handling personnel) when required and notify the complainant of the escalation.
6. Escalation is required if the complaint must be handled through policy or procedure modification. In such cases, the complainant shall receive communication from the executive team as to the future process and timeframe in which the complaint shall be addressed.

**NOTE:** The ultimate decision communicated to the complainant shall be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint. For example, if a

candidate lodges a complaint against the duration of an exam, the group that determined exam duration should not make the final decision on the fairness of said duration.

**POLICY:**All complaints shall be handled with confidentiality. Only those involved in complaint handling should have access to the documentation of complaints and no name or identity information shall be shared outside of the CWNP organization in relation to any complaint.

Complaints may also be received against a certified individual. When a complaint is received against a certified individual, regardless of the complaint type, the certified individual shall be notified of the complaint and provided opportunity to respond. Such complaints may include ethical/level infractions and accusations of cheating. Regardless of the complaint, decisions shall not be made without first granting the accused with an opportunity to respond.