



## Complaint Handling Policy

### National Institute for Metalworking Skills Inc.

#### 1. Purpose

To establish a fair, transparent, and consistent process for receiving, evaluating, and resolving complaints related to credentialing activities.

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#### 2. Scope

This policy applies to all complaints related to:

- Credentialing decisions (granting, maintaining, or withdrawing credentials)
  - Administrative processes
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#### 3. Definition

A **complaint** is any expression of dissatisfaction by a person or organization relating to credentialing activities, where a response is expected.

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#### 4. Principles

We commit to:

- **Impartiality** – Complaints are handled without bias
  - **Confidentiality** – Information is protected and shared only as necessary
  - **Transparency** – The process is open and understandable
  - **Responsiveness** – Complaints are addressed promptly
  - **Accountability** – Decisions are documented and justified
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#### 5. Submission of Complaints

Complaints may be submitted via:

- Email: [support@nims-skills.org](mailto:support@nims-skills.org)
- Mail: 10565 Fairfax Blvd. Suite 10, Fairfax, VA 22030

Each complaint should include:

- Complainant's name and contact information
- Description of the issue
- Relevant dates, documents, or evidence

Anonymous complaints may be considered but may limit investigation.

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#### 6. Complaint Handling Process

##### 6.1 Acknowledgment

- Complaints are acknowledged within **5 business days**
- A unique reference number is assigned through Salesforce



## 6.2 Initial Review

- Determine if the complaint relates to credentialing activities
- If not, inform the complainant and, where possible, redirect

## 6.3 Investigation

- Assign a **competent and impartial person** not involved in the issue
- Gather evidence, interview relevant parties, review records
- Ensure no conflict of interest

## 6.4 Decision

- A decision is made based on objective evidence
- May include corrective actions and/or process improvements

## 6.5 Response

- Provide a written response within **30 days** (or notify if extension is needed)
- Include:
  - Summary of findings
  - Decision and rationale
  - Actions taken

## 6.6 Closure

- Complaint is closed after response is issued and actions completed
- Records are maintained for a defined retention period

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## 7. Appeals

If the complainant disagrees with the outcome, they may file an appeal within **15 days** of the decision.

Appeals are reviewed by an **independent panel or authority** not involved in the original complaint.

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## 8. Confidentiality

- All complaint information is handled confidentially
- Identities are protected unless disclosure is required by law

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## 9. Records and Monitoring

- All complaints are logged and tracked
- Management reviews complaint data for continual improvement



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## **10. Continuous Improvement**

Findings from complaints are used to:

- Improve credentialing processes
- Reduce recurrence of issues

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## **11. Public Availability**

This policy is publicly available on our website to ensure transparency and trust.

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