

American Institute of Constructors

Constructor Certification Commission Policy and Procedures No. 4.5

Responding To Communications

Policy – The Certification Manager will respond to the designation communications in accordance with the process and deadline pertaining to the respective type of communication

Responsibility – Certification Manager

Reference Commission Documents – Commission Policy No. 1.7 – Appeals, Commission Policy No. 2.0 –

- d. Every attempt should be made to follow up with the sender's request within 10 working days of being receipt by the Certification Manager.
 - e. Copies of all documents and related correspondence generated responding to requests for information will be placed by the Certification Manager in the appropriate Commission correspondence file.
- II. Complaints – A complaint is defined as specific criticisms that requires an individual response.
- a. All complaints received by the National Office are to be sent to the Commission Chair within three working days of their receipt.
 - b. Upon its receipt the Chair shall, in consultation with the Commission consider the nature of the complaint, and, if possible attempt to resolve it in the appropriate manner with the sender, if so requested. This is to be accomplished within 5 working days of being received from the National Office or directly from the sender.
 - c. In the case that the nature of the complaint is such that it cannot be alleviated within the 5 working days, the Commission Chair, will request that the Certification Manager communicate with the sender indicating that their complaint has been received and action is in progress to investigate it and that the Commission will be back in touch with him or her within 10 working days with a response which may include a final action or a status report if more time is needed. The general process to be utilized in formally receiving, validating and investigating a complaint and required follow up actions will be that described in Commission Policy 5.8. Within 5 days of the completion of the complaint-handling process the Certification Manager will provide formal notice to the outcome of the investigation to the complainant.
 - d. In some cases the sender will not request any follow up or that the complaint is send anonymously. In such cases the Commission Chair will still investigate the complaint and take any needed follow up action as required depending on the nature of the complaint. Every effort will be made to investigate the complaint and resolve it within 10 working days of its receipt.
 - e. Any member of the Commission that is involved in the issue on which the complaint is based must recuse themselves from any consideration of the complaint.
 - f. Tracking and recording complaints including actions in response to them along with appear in the Commission minutes along with verification that any needed corrective actions were taken to alleviate the respective complaints. In addition, copies of all documents and related correspondence, generated in responding to a

complaint will be placed by the Certification Manager in the appropriate

will be the Commission Chair's responsibility to obtain it and presented to the Commission during their deliberations. Based on the facts presented to the Commission, the decision will either be no action or to inform the person(s) suspected of cheating of the Commission's findings including that they will have to retake the certification examination. In addition, the respective person(s) will also be informed of the ability to Appeal the decision in accordance with Commission Policy 1.7.

- e. Any member of the Commission that may have a conflict of interest concerning the incident must recuse themselves from any consideration of the issue.
- f. Tracking and recording of the Commission deliberations concerning the reported incident including actions in response to them with appear in the Commission minutes along with verification that any needed follow up action was taken. In addition, copies of all documents and related correspondence will be placed by the Certification Manager in the appropriate Commission file.

Revision History:

Last Revision 09/06/2019