

## 1.1 Handling of Complaints

### 1.1.1 Objective

Outline the procedure for handling a complaint from a customer and/or candidate.

### 1.1.2 Procedure

No.	Process Step	Activities	Responsibility
1.	Process complaint	<p>A confirmation will be sent to the complainant by e-mail using the Complaint Form – V1. This also specifies the deadline within which the substantive response must be given (14 days).</p> <p>The complaint will be logged in a complaints registry by the CB administration.</p> <p>The follow data will be recorded on each complaint:</p> <ul style="list-style-type: none"><li>• Reference number</li><li>• Date of receipt</li><li>• Name of submitter</li><li>• Method of receipt</li><li>• Recipient within IPMA Certification</li><li>• Short description of complaint</li><li>• Handler (Head CB, specialist, assessor)</li><li>• Date of receipt by handler</li></ul>	Operational Manager
2	Drafting response	a The Assessor or Head CB draws up a draft response.	Assessor or Head CB
3.	Recording and sending response	<p>The draft response is processed into a final response. This will be sent to the submitter by email.</p> <p>The following information is recorded in the complaints register:</p> <ul style="list-style-type: none"><li>• Response, decision, solution</li><li>• Date of notification to submitter</li><li>• Possible follow up actions</li><li>• Handling possible follow up actions</li></ul>	CB Administration

## 1.2 Handling of Appeals

### 1.2.1 Objective

Within 30 working days (6 weeks) after the negative result of an exam, a candidate can submit a notice of appeal to the Complaints and Appeals Committee on grounds relating to the content of the examination. If the candidate submits an appeal after 30 calendar days, it will not (any longer) be processed.

### 1.2.2 Procedure

No.	Process Step	Activities	Responsibility
1	Processing the appeal	<p>The submitter to contact CB Administration (email <a href="mailto:head.cb@ipmsa-sa.org">head.cb@ipmsa-sa.org</a>) and log an appeal using the Appeal Form – V1. The following information is captured with the appeals:</p> <ul style="list-style-type: none"> <li>• The appeal is given a reference number.</li> <li>• The date of the appeal is stated.</li> <li>• Submitter name.</li> <li>• Date received.</li> <li>• Name of receiver.</li> <li>• Short content description</li> </ul> <p>The submitter will receive a confirmation explaining the procedure and stating the costs.</p> <p>Request to submitter whether they agree with the costs. If so, email billing information. If the submitter does not agree with the costs, the appeal will be declared null and void.</p> <p>If the submitter agrees with the costs, the invoice details are forwarded to the administrator. The invoice is then issued.</p>	CB Administration
	Paid	<p>The invoice must be paid within 30 days of the invoice date. If this is not the case, the notice of appeal will be declared null and void.</p> <p>If the invoice has been paid within 30 days of the date, the procedure will be formally started. The deadline for treatment is 2 months</p>	CB Administration

2.	Starting the Procedure	<p>After receipt of payment, the appeal procedure will be started.</p> <ul style="list-style-type: none"> <li>• The register is supplemented with: <ul style="list-style-type: none"> <li>• Invoice number</li> <li>• Date of payment</li> </ul> </li> </ul> <p>The Head CB at this stage ensures that members of the Complaints and Appeal committee have not been involved with the matter prior to the issue being raised.</p> <p>The appeal form and supporting documents are sent to the Complaints and Appeal Committee.</p>	CB Administration
3.	Handling the notice of appeal	<p>The Complaints and Appeals Committee will confirm receipt of the notice of appeal and all other documents. It indicates whether any additional documents or information are required.</p> <p>The Complaints and Appeals Committee handles the notice of appeal. For theory exams, the committee can do this itself. It can request independent assessment advice from one independent expert.</p> <p>At least two subject-related committee members must be involved in assessments. They study the various documents for an initial analysis.</p>	Complaints and Appeals Committee
4.	Hearing	<p>The Complaints and Appeals Committee determines whether it wants to hold one or more hearings with, for example, a candidate, assessors or specialists.</p>	Complaints and Appeals Committee
4a	Planning a hearing	<p>This task includes coordinating with the candidate and finalizing a date/time. The candidate will receive a confirmation of this with the following information:</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• Time</li> <li>• Meeting log in details</li> </ul>	CB Administration
4b	Hearing	<p>The Complaints and Appeals Committee conducts hearings for further assessment and decision-making.</p>	Complaints and Appeals Committee

4c	Decision	Based on the documents and possibly the hearings, the Complaints and Appeals Committee comes to a decision.	Complaints and Appeals Committee
4d	Process decision	<p>The decision is sent to the CB Administration. The latter processes the decision in a draft letter and submits it to the head of CB. After approval and signature, the decision is processed in the Decision Registry with the following details:</p> <ul style="list-style-type: none"> <li>● Record decision.</li> <li>● Decision date.</li> <li>● Follow-up actions</li> </ul> <p>The letter with the decision is scanned for the benefit of the file. The original letter will be sent to the applicant. A (scanned) copy is sent to the assessors by e-mail.</p>	CB Administration
	Assigned	If the appeal is not granted the submitter can (also) take another theory exam or an assessment (interview).	
4e	Handling actions decision	<p>When an appeal is granted, the follow-up actions are handled;</p> <ul style="list-style-type: none"> <li>● Inform administrator for crediting the costs of the appeal procedure</li> <li>● If successful; inform back office for preparing and sending certificate</li> <li>● If free of charge re-exam or assessment interview; inform back office for scheduling purposes and administrator for intercepting invoices (if any)</li> </ul>	CB Administration