



NJCU-IDR Complaints and Appeals Policy

Responsible Parties:

The IDR's Director and members of the IDR Certification Steering Committee will take responsibility for review of any complaint or appeal and take action on a case by case basis.

Definition:

A complaint or appeal is defined as a dissatisfaction with procedures, outcomes or the quality of service provided by employees of the NJCU-IDR QAP in relation to the following processes:

- Applicant enrollment
- The quality of the program delivery (Assessors or Assessments)
- Competency assessment results
- Issuing of results, certificates and/or statements of attainment
- Any issues such as discrimination, sexual harassment, etc.

Procedure:

The NJCU-IDR QAP takes any and all complaints and appeals seriously. All applicants' satisfaction with the experience of the program is of utmost importance. Each compliment and appeal will be investigated thoroughly and dealt with accordingly based on the outcome of the said investigation.

When an assessment is completed by an Assessor and is delivered back to a participant that may lead to a complaint or appeal request, they can send an email to IDRINFO@njcu.edu with the subject "complaint" and/or "appeal." This will be directly sent to the Director of the IDR and its Certification Committee members for action.

The Complaint sent must include the following information:

- a) Name of the complaint
- b) Contact information for applicant
- c) Details of complaint

The Appeal sent must include the following information:

- a) Name of the appellant
- b) Contact information for the appellant
- c) Details and reason for an appeal request
- d) Please include any prior complaints in a pdf attachments in regard to the appeal

The NJCU-IDR QAP's policy can ensure that:

- The complaints and appeals process will be fair, accessible, visible, comprehensive, responsive, accountable, and constructive
- The complaints process will not cost anything and can be done at any time
- Privacy, confidentiality, and anonymity are ensured with each complaint and appeal
- The resolution of a complaint or appeal is the responsibility of all parties concerned
- Each of the complaints and appeals along with the outcomes will be recorded in writing and kept confidential
- An appellant will be given a copy of the appeal results along with an explanation of the decision selected
- The complaint and/or appeal will be handled in a timely manner and an estimated time will be given to the appellant after confirmation of receiving the complaint or appeal email
- If the individual issuing a complaint or appeal is not satisfied then they may request another review of an appeal with provided evidence