



NCCCO Administrative Complaints Form

Please complete this form with as much detail as possible to lodge your Administrative Complaints. It is NCCCO's Policy to ensure confidentiality to the extent possible; however, it is necessary to include your contact information to help us conduct a thorough investigation.

1. Contact Information

FIRST NAME	M.I.	LAST NAME	SUFFIX
TELEPHONE		MOBILE	
EMAIL			

2. Instructions

What is an Administrative Complaint?

Administrative complaints may include, without limitation, NCCCO staff failing to adhere to published policies or procedures, not responding to inquiries in a timely manner, unprofessional conduct by an NCCCO employee, or other issues. However, not all complaints are administrative. For further clarification, please review the descriptions below before registering your administrative complaint.

- **Program Integrity**—To lodge a complaint regarding an NCCCO Program Participant (Certificant, Practical Examiner, etc.), a violation of the NCCCO Code of Ethics, or a similar program integrity matter, see the NCCCO Program Integrity Policy.
- **General Feedback**—For general feedback, suggestions, or comments other than complaints, please contact NCCCO Customer Service. For questions or information regarding NCCCO certification programs, including certification requirements, please contact NCCCO Customer Service.
- **Administrative Appeals**—If you have been the subject of an adverse administrative decision that is subject to appeal (typically involving your certification), and you received a written notice that you have a right of appeal under NCCCO's Decisions/Appeals Process matrix, you may have a right to appeal to the Administrative Appeals Committee or other appropriate body. For information about pursuing an appeal, please see the NCCCO Appeals Policy & Procedures.
- **Administrative Complaints**—For complaints of an administrative nature involving dissatisfaction with NCCCO services or the conduct of an NCCCO employee, as defined above, please proceed below.

3. Details Concerning Your Complaint

Date of Incident(s) or Occurrence(s): _____

Description of Administrative Complaint (please include as much detail as possible): _____
