

COMPLAINT POLICY

A complaint is a formal request for resolution of an issue related to the certification program.

In order to maintain the credibility of the Pipeline Integrity Engineer Certification scheme, CERTivation GmbH has adopted procedures to allow individuals and/or entities to file complaints for but not limited to the following:

- Misuse or misrepresentation of certification(s);
- unethical behavior of certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program;
- the examination invigilators/ the testing center; or
- CERTIVATION GmbH or related bodies

All complaints must be submitted in writing using the complaint form completed in its entirety.

CERTIVATION GmbH certification management is responsible for reviewing, determining the validity and rendering a decision for every complaint. Information submitted during the complaint and investigation process is considered confidential and shall be handled in accordance with the CERTIVATION GmbH's confidentiality policy.

Individuals and/or entities who bring forth complaints are not entitled to any relief or damages by virtue of this process, although they shall receive notice of the actions taken.

The complaint form, policy and process is available to the public without request via the CERTIVATION GmbH website and in the candidate handbook.

Filing a Complaint

1. Complainants must complete the complaint form in its entirety.
2. Email the complaint form to: to feedback@certivation.com with any evidence.
3. Complainants will receive an email acknowledging their complaint within seven-(7) days.
4. Upon receipt of a complaint, the Program Certification Manager shall notify the CERTIVATION GmbH certification management.
5. The CERTIVATION GmbH certification management shall perform a preliminary review the complaint and any evidence brought forth to determine the validity of the complaint. The complainant is notified within seven (7) days if their complaint is valid and actionable.

Except when a complaint has been filed against the CERTIVATION GmbH or related bodies, the complaint will be reviewed by quality management to determine the validity of the complaint. No persons who are the subject of the complaint shall be involved in the handling of the complaint.

6. If the complaint is determine valid, Quality Management of CERTIVATION GmbH shall initiate a formal review to investigate the complaint or circumstances in order to clarify, expand, or corroborate the information provided by the complainant. The handling of the complaint and communication to the complainant will not be any employee of CERTIVATION GmbH who is the subject of the complaint.
7. When a complaint is brought against certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program, the individual whose conduct has been called into question is notified by certified mail. The notification includes the allegations against the

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individual and their right to present a defense in writing within ten (10) days of the receipt of the initial notification.

8. The result of the processed complaint shall be communicated to the complainant and, if necessary, to the parties involved by the responsible employee, usually within two working weeks. However, due to the complexity of complaints against certificants, candidates or applicants to the Pipeline Integrity Engineer Certification program, decisions may take up to thirty-(30) calendar days from the initial receipt of the complaint.

The individual whose was the subject of the complaint and the complainant shall be notified of the decision within thirty (30) calendar days from the initial receipt of the complaint by registered mail.

9. If necessary, the complainant shall also be informed about the progress and the result during the mentioned period.

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COMPLAINT FORM

Any individual or entity may submit a complaint. Complete this form in its entirety and email to: feedback@certivation.com. You will receive notification within seven-(7) days if your complaint is valid and actionable.

COMPLAINANT NAME

EMAIL

DAYTIME PHONE NUMBER

MAILING ADDRESS

SELECT COMPLAINT TYPE

PROCTORING / TESTING CENTER EXAM DATE

ETHICAL VIOLATION CERTIFICATION HOLDER'S NAME:

OTHER

ACCURATELY DESCRIBE IN DETAIL THE NATURE OF YOUR COMPLAINT

DO YOU HAVE A DESIRED OUTCOME?

Note: Individuals initially bringing complaints are not entitled to any relief or damages by virtue of this process, although they will receive notice of the actions taken.

APPLICANT SIGNATURE

DATE

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