

Complaint Process

Any number of situations may arise which may lead a ISP candidate or certificant to file a formal complaint with ISP. This may include a complaint regarding a perceived flaw in a question or exam process, or a complaint against an ISP certified individual, staff member, or volunteer.

This process offers any individual the opportunity to have his or her concerns heard in a fair, objective forum. However, individuals will not be entitled to receive a copy of either the certification examination or the answers to any questions on the examination.

Such individuals may present written evidence of the basis for their complaint. Such evidence shall be reviewed and appropriate action taken. No disciplinary action will be taken against the individual simply because he/she has filed a complaint. All complaints will be treated as confidential.

To ensure an impartial appeals process, a Complaint Review Panel consisting of three ISP Board members will be formed, including the Executive Board Chairman and two other voting members. The chairman of the panel will be the ISP Executive Board Chairman, and he will appoint the other two voting members from the ISP Executive Board. If the chairman chooses a Complaint Review Panel member who has a personal or financial conflict of interest, that member will be excused from the Panel. If the Chairman or any appointed person is the subject of the complaint, then the Certification Committee Board Chairman of ISP will assume the lead role in this process.

The Complaint Review Panel reviews each case individually and then processes the results of the review directly with the individual filing the complaint. The ISP Executive Board grants to the Complaint Review Panel full and final authority to institute corrective action (if any is required). The chairman of the Complaint Review Panel will chair all meetings of the Panel, which will be held, as needed, by conference call unless an in-person review is requested and paid for by the complainant. Dates and times for review will be determined by the Chairman. Panel members and the complainant will be informed of the date at least one month prior to the conference call. All materials available for the review will be provided in writing to the members in advance of the review.

Procedure

- An individual must submit a written request for a complaint hearing, which must be signed by the individual and notarized, to the Chairman of the ISP Executive Board.
- The ISP Executive Board Chairman shall appoint two members of the ISP Executive Board to serve as the Complaint Review Panel. If the complaint is credible, the Complaint Review Panel may seek consultation with ISP's legal counsel.
- After receipt of a request for a formal complaint, and selection of the Complaint Review Panel, the Panel will consider the case as soon as practical.
- In advance of the review, all supporting materials for the case will be sent to the Complaint Review Panel by ISP staff.
- At the request of individual members of the Panel, the Chairperson may, but need not, submit additional questions in writing to the complainant. If an individual is the target of the complaint, questions may also be submitted to the subject of the complaint. The complainant and the subject will have the opportunity to respond in writing.
- Panel members, the subject and the complainant will be informed of the date for the review at least one (1) month prior to the conference call or meeting.

- If the complainant or the subject desires an opportunity to address the Panel in person or by conference call, the complainant may do so but must bear the cost of such in-person review. The complainant and/or subject can contact ISP for an estimate of such costs.
- The subject of the complaint may be represented by legal counsel at any meeting at which the appellant addresses the Panel, whether in person or by conference call.
- The voting members of the Panel will review each case and reach a majority decision. The decision of the Appeals Panel will be final.
- The Chairperson of the Complaint Review Panel will send the complainant the Panel's decision in writing by certified mail as soon as practical after the review.
- Written materials considered in the Complaint Review Process and written decisions of the Complaint Review Panel will be securely stored and retained at ISP's HQ within the candidate's/certificant's file for three years.