

American Institute of Constructors

Constructor Certification Commission Policy and Procedures No. 4.5

Responding To Communications

Policy – The Certification Manager will respond to the designation communications in accordance with the process and deadline pertaining to the respective type of communication

Responsibility – Certification Manager

Reference Commission Documents – Commission Policy No. 1.7 – Appeals, Commission Document No. 80 – Information Release Form

Procedures – The following procedures will be followed in responding to the designated type of communication.

- I. Request for Information – A request for information is defined as an individual specific request that needs to be responded to.
 - a. Upon receipt of a communication requesting information relative to the activities of the Commission and/or the examination process, the Certification Manager will respond within five working days.
 - b. In the event that the information requested is of such nature that the Certification Manager does not have the information and/or authority to respond prior approval is needed by the Commission. In that event the request is to be submitted to the Chair of the Commission within 5 days of its receipt. The Chair shall review the request and take appropriate action so as to follow up with the sender as soon as possible. At the same time the Certification Manager will send a communication to the sender informing him or her that their request is being considered and that a return response will be forthcoming within a designated time frame as identified by the Chair of the Commission.
 - c. The Commission has a legal and ethical responsibility to preserve the privacy and confidentiality of Certificant Information. As such, all Commission Members and Staff will not release any information without the individual's prior consent, authorization, or an opportunity to object to such release of information except where the law requires such information to be disclosed. Certificants may authorize the release of information by completing Commission Document No. 80 – Information Release Form and submitting it to the Certification Manager. When the certification body is required by law to release confidential information, the person concerned shall, unless prohibited by law, be notified as to what information will be provided by the Certification Manager within five days of the information being released.

- d. Every attempt should be made to follow up with the sender's request within 10 working days of being receipt by the Certification Manager.
 - e. Copies of all documents and related correspondence generated responding to requests for information will be placed by the Certification Manager in the appropriate Commission correspondence file.
- II. Complaints – A complaint is defined as specific criticisms that requires an individual response.
- a. All complaints received by the National Office are to be sent to the Commission Chair within three working days of their receipt.
 - b. Upon its receipt the Chair shall, in consultation with the Commission consider the nature of the complaint, and, if possible attempt to resolve it in the appropriate manner with the sender, if so requested. This is to be accomplished within 5 working days of being received from the National Office or directly from the sender.
 - c. In the case that the nature of the complaint is such that it cannot be alleviated within the 5 working days, the Commission Chair, will request that the Certification Manager communicate with the sender indicating that their complaint has been received and action is in progress to investigate it and that the Commission will be back in touch with him or her within 10 working days with a response which may include a final action or a status report if more time is needed. The general process to be utilized in formally receiving, validating and investigating a complaint and required follow up actions will be that described in Commission Policy 5.8. Within 5 days of the completion of the complaint-handling process the Certification Manager will provide formal notice to the outcome of the investigation to the complainant.
 - d. In some cases the sender will not request any follow up or that the complaint is send anonymously. In such cases the Commission Chair will still investigate the complaint and take any needed follow up action as required depending on the nature of the complaint. Every effort will be made to investigate the complaint and resolve it within 10 working days of its receipt.
 - e. Any member of the Commission that is involved in the issue on which the complaint is based must recuse themselves from any consideration of the complaint.
 - f. Tracking and recording complaints including actions in response to them along with appear in the Commission minutes along with verification that any needed corrective actions were taken to alleviate the respective complaints. In addition, copies of all documents and related correspondence, generated in responding to a

complaint will be placed by the Certification Manager in the appropriate Commission file.

III. Comments/Feedback – Comments/feedback is defined as any communications which are not appeals, complaints or requests for information.

- a. All comments/feedback received by the National Office shall be documents and made available to the Commission at their next monthly meeting.
- b. Any needed follow up action will be taken by the Commission to utilize the comments/feedback to enhance the operations of the Commission.
- c. Copies of all documents and related correspondence relating to comments and/or feedback will be placed by the Certification Manager in the appropriate Commission file.

IV. Appeals – Refer to Commission Policy 1.7

V. Examination Incident Reports

- a. All Incident Reports received by the National Office are to be sent to the Commission Chair within five working days of their receipt.
- b. Upon its receipt the Commission Chair shall, in consultation with the Commission consider the nature of the incident, and, if possible attempt to resolve it in the appropriate manner. This is to be accomplished within 5 working days of being received from the National Office,
- c. In the case that the nature of the reported Incident was a one-time event that occurred during the administration of the examination such as excessive noise from outside the room, an electrical outage, major distraction, etc. that is solely within the control of the examination site, the Commission Chair, besides informing the Commission of the nature of the reported incident(s) will have the Certification Manager send a letter to the respective examination site administrator(s) acknowledging the receipt of the report(s), their review by the Commission, and that no further action will be taken unless it receives an appeal or appeals from the examinee(s) at the respective test site indicating that the incident negatively impacted their performance of the examination. In this case the Commission will implement the procedures in its Policy 1.7 – Appeals.
- d. In the case when the reported incident is suspected cheating by one or more examinees, the Commission Chair will request that the Examination Contractor conduct a detailed analysis of the respective person's answer sheet to ascertain if there is clear evidence of cheating. The results of this analysis along with the Incident Report will be presented at the next scheduled Commission meeting for review and action. If additional information concerning the incident is needed, it

will be the Commission Chair's responsibility to obtain it and presented to the Commission during their deliberations. Based on the facts presented to the Commission, the decision will either be no action or to inform the person(s) suspected of cheating of the Commission's findings including that they will have to retake the certification examination. In addition, the respective person(s) will also be informed of the ability to Appeal the decision in accordance with Commission Policy 1.7.

- e. Any member of the Commission that may have a conflict of interest concerning the incident must recuse themselves from any consideration of the issue.
- f. Tracking and recording of the Commission deliberations concerning the reported incident including actions in response to them with appear in the Commission minutes along with verification that any needed follow up action was taken. In addition, copies of all documents and related correspondence will be placed by the Certification Manager in the appropriate Commission file.

Revision History:

Last Revision 09/06/2019