

Complaints and Appeals Guidelines

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Table of Contents

Complaints and Appeals Guidelines.....	2
1 Purpose.....	3
2 Appeal	3
3 Complaint.....	5

1 Purpose

The Montenegrin Project Management Association Certification Body (MPMA- CERT) establishes its formal process to deal with complaints and appeals in a fair, impartial, confidential and constructive manner. The process will ensure that all complaints and appeals are handled and processed within a 3-month period from the date of receipt of a written complaint or appeal. This process also complies with all the provisions of section 9.6 of the IPMA ICR 4.01.

2 Appeal

Definition: Appeal is a formal request for reconsiderations or review of a decision made by a CB.

Who can appeal:

- An Applicant, if his or her application was not accepted;
- A Candidate, if he or she hasn't successfully completed one of the assessment steps or if, after completion of all assessment steps, the CB decided not to award with an IPMA certificate. No further evidence of competence shall be accepted as part of the appeal.

How to appeal: The appeal shall be send to mpma.cert@gmail.com using **Appeal form**

When: Appeals must be submitted within 30 calendar days of the decision being appealed.

Fees: CB may ask for appeal fees. In this case, those fees will be explicit and communicated to applicants. Fees will be applicable after reception of a valid appeal and refunded to applicant or candidate if the appeal's decision is favourable to the appellent.

MPMA- CERT process steps and responsibilities are shown in the table below.

Table 1. MPMA- CERT process steps dealing with appeals

Responsibility	Process steps	Results
Applicant or Candidate	Submitted appeal of a MPMA- CERT decision within 30 calendar days of the decision being appealed.	Appeal received by MPMA- CERT administration
MPMA- CERT administration	<p>Review the appeal validity:</p> <ul style="list-style-type: none">• If the appellent is an applicant or candidate;• If the decision referred in the appeal has been made in the last 30 calendar days;• If the Appeal form is correctly filled <p>If one of be above clauses is not verified, the appeal is not accepted.</p> <p>MPMA- CERT administration will:</p> <ul style="list-style-type: none">• Record the appeal (even the ones not valid);• Send a confirmation of receipt of a valid appeal or acknowledged explaining why the appeal in not valid;	<p>To the appellent:</p> <ul style="list-style-type: none">• confirmation of receipt <p>Or</p> <ul style="list-style-type: none">• non-acceptance explanation <p>To MPMA- CERT 'Certification Manager' with acknowledge to the Head of MPMA- CERT: Appeal form</p>

	<ul style="list-style-type: none"> • Send valid appeal to MPMA- CERT 'Certification Manager'; • Invoice fees, if applicable 	
MPMA- CERT 'Certification Manager'	<p>The MPMA- CERT 'Certification Manager' shall first try to resolve the appeal within its own operational management.</p> <p>In the first instance, it is proposed to the candidate a review of results between the applicant /candidate and the Lead Assessor of his/her certification process or step. If the applicant/candidate does not agree with the justifications, the appeal will be escalated to the Head of MPMA- CERT and MPMA- CERT Complaints and Appeals Committee for review and decision.</p> <p>MPMA- CERT 'Certification Manager' shall prepare a package to "MPMA- CERT Complaints and Appeals Committee". This package shall include all evidences supporting the CB decision, including the list of assessors who provide evaluation / scoring.</p>	<p>Applicant pack to MPMA- CERT Complaints and Appeals Committee</p> <p>Or</p> <p>MPMA- CERT administration with the resolution made in MPMA- CERT operational level</p>
MPMA- CERT Complaints and Appeals Committee	<p>The members of the Complaints and Appeals committee will be appointed by the MPMA- CERT's strategic management and shall not be involved in the appeal that is being made.</p> <p>MPMA- CERT Complaints and Appeals Committee shall review if documented policies and procedures of MPMA- CERT were followed and if the assessment of the appellant's competence has been done based on a fair and impartial assessment.</p> <p>Appeal results shall be send to appellant.</p> <p>If the appeal leads to discover a failure in MPMA- CERT assessment process, the MPMA- CERT shall inform IPMA of any Adverse Effect and take all reasonable steps to:</p> <ul style="list-style-type: none"> • identify any other Candidate who has been affected by the failure; • correct or, where it cannot be corrected, mitigate as far as possible both Adverse and other effects of the failure; and • ensure that the failure does not recur in the future. 	<p>To the appellant:</p> <ul style="list-style-type: none"> • Appeal result <p>To MPMA- CERT administration</p> <ul style="list-style-type: none"> • Appeal result copy • Decision to refund fees (if applicable) <p>MPMA- CERT 'Certification Manager'</p> <ul style="list-style-type: none"> • Any improvement or corrective action <p>If required, inform IPMA (CVMB)</p>
MPMA- CERT administration	<p>All appeal results shall be recorded.</p> <p>If applicable, fees shall be refunded.</p> <p>Ensures that the all process is concluded within 30 calendar days.</p> <p>If appellant doesn't agree with the appeal result, MPMA- CERT shall provide IPMA contact for escalation process.</p>	

3 Complaint

Definition: Complaint is an expression of dissatisfaction by an individual or organization to a CB. The complaint may be related with any person or situation involved in the certification process.

Who sends a complaint: There are no restrictions. Any person can present a complaint against a CB.

How to complain: The complaints shall be send to mpma.cert@gmail.com using **Complaint form**.

When: There are no date restrictions.

Fees: No fees are applicable

MPMA- CERT process steps and responsibilities are shown in the table below.

Table 2. MPMA- CERT process steps dealing with complaints

Responsibility	Process steps	Results
	Submitted a complaint	Complaint received by MPMA- CERT administration
MPMA- CERT administration	MPMA- CERT administration shall: <ul style="list-style-type: none"> Record the complaint; Send a confirmation of receipt; Send complaint to MPMA- CERT 'Certification Manager' 	Send confirmation of receipt To MPMA- CERT 'Certification Manager': Complaint form
MPMA- CERT 'Certification Manager' and Head of CB	The MPMA- CERT 'Certification Manager' shall first try to resolve the complaint within the operational management level. If it's not possible, then the Certification Manager shall send the complaint to the MPMA- CERT Complaints and Appeals Committee	Complaint to MPMA- CERT Complaints and Appeals Committee Or MPMA- CERT administration with the resolution
MPMA- CERT Complaints and Appeals Committee	The members of the Complaints and Appeals committee will be appointed by the MPMA- CERT's strategic management and shall not be involved in the complaint that is being made, not one of the persons focus on the complaint neither one assessor involved on the activity base of the complaint. CB MPMA- CERT Complaints and Appeals Committee shall review the complaint and decide if a corrective action shall be implemented. The action to take.	To the complaint: <ul style="list-style-type: none"> Complaint result To MPMA- CERT administration <ul style="list-style-type: none"> Complaint result copy MPMA- CERT 'Certification Manager' <ul style="list-style-type: none"> Any improvement or corrective action
MPMA- CERT administration	All complaint results shall be recorded. Ensures that the all process is concluded within 30 calendar days.	