



DIACC-CP-04-01 Complaints Process

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1. Handling of Complaints

This is the DIACC Certification Program (CP) process for receiving, evaluating, and making decisions on complaints.

1.1. Scope

DIACC's CP is responsible for tracking, evaluating, and addressing complaints that relate to the certification activities only.

The complaints handling process includes methods for recording, tracking, validating, investigating, and deciding what actions should be taken in response to the issue.

This process is conducted with confidentiality and is handled by the DIACC CP Complaints Office.

1.2. Submitting a Complaint

Persons wishing to submit a complaint related to the DIACC CP certification activities may do so by sending an email to voila@diacc.ca. When submitting a complaint, please be sure to include all relevant information.

Once a complaint is received, it will be reviewed to ensure it falls within the CP's scope, and the submitter will be notified of the next steps via email.

Submissions that fall within the scope of the Complaints Office will be handled in the following stages:

1. Receive and Acknowledge	<ul style="list-style-type: none">● Acknowledge receipt of the complaint.● Upon receipt of the complaint, the Complaints Office evaluates whether the complaint relates to the certification activities or relates to the activities of a certified service provider.● After confirming that it relates to the certification activities, the complaint is filed and addressed.● Provide an estimated timeframe for the next update.
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<p>2. Evaluate and Consider</p>	<ul style="list-style-type: none"> ● The Complaints Office gathers and verifies all necessary information to validate the complaint. ● The Complaints Office interviews team members with subject-matter expertise, collects, reviews, and analyzes facts, researches appropriate data, and works with management to determine if corrective actions are needed and if so, which will be the next steps. ● The Complaints Office will make recommendations based on research and facts.
<p>3. Response Issued</p>	<ul style="list-style-type: none"> ● Once a complaint is fully researched, a path forward is identified. ● A path forward can include improvements to a process, or an educational opportunity, no improvements can be implemented, among others. ● The path forward is agreed upon and the Complaints Office responds to the submitter with the outcome. ● DIACC, together with the complaint submitter, should consider if, and to what extent, the subject of the complaint and its resolution shall be made public.

Revision history

Version	Release Date	Changes
1.2	2023-12-05	Minor updates
1.0	2022-09-30	New Document