



IBHRE Certification Complaint Policy

The following policy describes the procedure to be followed by the IBHRE CEO, Board of Directors, or other identified panel granted proper authority by the Board of Directors to investigate and ultimately decide upon complaints brought forward pertaining to:

- Certification process
- Certification materials
- IBHRE management or personnel

Upon receipt of written notice (refer to the Complaint and Grievance Form), IBHRE's CEO shall review the complaint and report it to the Board of Directors with a recommended resolution.

The complaints-handling process shall be subject to requirements for confidentiality, as it relates to the complainant and to the subject of the complaint.

The Board of Directors shall make a recommendation to the CEO within a 30-day receipt of the complaint. For complaints brought against IBHRE staff, IBHRE's CEO will schedule a meeting with the applicable staff person to discuss the issue. The complaint will be shared with IBHRE's Board of Directors if deemed appropriate and/or non-compliant with staffing policies. The Board shall make a recommendation to IBHRE's CEO following notification. Non-compliance with policies may result in probation or dismissal.

A letter will be sent to the individual filing the complaint within 45 days of the complaint filing with notification of actions taken. In addition, a letter will be sent to the individual, if applicable, receiving the complaint within 45 days of receipt of the complaint to confirm IBHRE's actions.

The decision to be communicated to the complainant shall be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.

IBHRE will keep a permanent record of all complaints and the decisions that result from the review of the IBHRE Board of Directors.

NOTE: Direct any complaints regarding IBHRE's leadership or senior staff to IBHRE's President.

12.15.2022