

Title: Disciplinary Policy & Procedures
Approved: March 23, 1996

Policy:

The National Commission for Certifying Agencies (NCCA) will accept and process complaints pertaining to violations of its Standards for Accreditation and/or its policies and procedures in accordance with this Disciplinary Policy & Procedures. Violations may also include false information or misrepresentation provided in an application for accreditation or reaccreditation, or in connection with the maintenance of accreditation. When NCCA determines that violations have occurred, NCCA may impose sanctions that include, but are not limited to, one or a combination of the following:

1. written reprimand
2. mandatory correction
3. probation
4. suspension of accreditation
5. revocation of accreditation
6. reaccreditation ineligibility

Relevant documentation considered in the course of the disciplinary process and a record of any action taken will be placed in the certification program's permanent NCCA file, and will be available for review by NCCA should subsequent complaints be received or for other appropriate review. A summary of probation, suspension, revocation, and reaccreditation ineligibility actions, upon final action as provided in this document, will be published in an official National Organization for Competency Assurance (NOCA) publication.

Actions taken under this document do not constitute enforcement of the law, although referral to appropriate government agencies may be made in certain situations. Individuals bringing complaints are not entitled to relief or damages by virtue of this process, and complainants requesting such relief will not be considered. No one who has any personal involvement in the potential violations or any conflict of interest will be permitted to participate in the review of the matter.

Procedure:

1. Complaints of alleged violations may be submitted by any interested party, or may be self-initiated by NCCA or NOCA. The complainant's name and the content of the complaint shall remain confidential, unless legal requirements mandate disclosure.
2. Complaints must be in writing and provide details, with appropriate supporting documentation if possible, of how a particular standard, policy or procedure is being or was violated by an accredited certification program.