

<b>Policy 4.02</b>	<b>Refer to Policy #</b>
<b>Green Certificate Testing &amp; Curriculum Complaints and Grievance Policy</b> The Green Certificate Program will deal with complaints and grievances in a timely, consistent, and equitable manner throughout the province.	
	<b>Approved</b>
	January 2018
	<b>Review Date</b>
	January 2020

- Issues should be raised within 30 days of the incident. Often issues can be addressed, with a win-win resolution, before an official complaint is necessary.

### **Complaints:**

- A Trainee, School Coordinator, Trainer, or Tester will discuss a complaint with the Regional Coordinator.
- The Regional Coordinator may request the complaint be made in writing.
- The Regional Coordinator will review the complaint and seek input from all involved parties before issuing a written decision to the complainant. The written decision will be date stamped and provided within 15 working days.

### **Appeals:**

- A decision of the Regional Coordinator can be appealed, in writing, to the Provincial Coordinator. The appeal must be requested within 15 working days of receipt of the decision by the Regional Coordinator.
- The decision will be reviewed by the Provincial Coordinator and a written response will be date stamped and provided within 15 working days.
- All decisions of the Provincial Coordinator are final.