



NCCAA Constituent Complaint Resolution Policy

Policy Purpose:

The National Commission for Certification of Anesthesiologist Assistants (NCCAA) endeavors to be responsive to its constituents, including the public, Certified Anesthesiologist Assistants, and medical credentialing professionals to address concerns or complaints the constituents fairly and expeditiously may bring forth. The NCCAA recognizes a constituent's interest to make a complaint about the conduct of the NCCAA's operations, services, staff, or third-party vendors, where the individual constituent believes their interests have been adversely affected.

The purpose of the Complaint Resolution Policy is to protect the constituent's interests, including the interest to:

- Comment and complain.
- Provide an efficient and fair process for resolving constituent's complaints.
- Monitor complaints to improve the quality of operations and services provided by the NCCAA.

This policy is intended to provide the NCCAA a method that ensures consistent management, monitoring, and reporting of complaints as well as identifies areas in need of improvement.

Definitions :

Complaint: An expression of dissatisfaction or concern regarding the services, operations, procedures, staff, vendors, or complaint handling process made by a constituent.

Complainant: The person making the complaint.

Constituent: The person interacting with the NCCAA.

Complaint Register: Electronic or paper records of incoming complaints, including information on the complainant and resolution of complaint.

Complaint Process:

The complaint should be made in writing, including and preferably by means of electronic communication such as email. Constituents should initially direct their concerns to the NCCAA at: contact@nccaa.org.

If by USPS, correspondence should be addressed as follows:

NCCAA
8459 US 42, #160
Florence, KY 41042

Response to Complaints:

A constituent complaint file will be opened for each complaint. Complaints will be logged into the NCCAA's complaint register. The Director of Operations will attempt to resolve the complaint during the first contact, when possible, and will respond to the constituent's concerns within three (3) business days of the initial complaint. At the time of the first contact, the Director of Operations will inform the constituent if more time will be needed to research the complaint.

Unresolved Complaints:

If the complaint is still unresolved after communication with the Director of Operations, or if the initial complaint is not addressed in a timely manner, the complainant may contact the NCCAA Chief Executive Officer (CEO). The CEO will then contact the constituent and endeavor to resolve the complaint within three (3) business days after being contacted, provided timely constituent participation in providing any additional information needed to reach a resolution.

Complaint Register Review:

The NCCAA's complaint register will be regularly reviewed to identify areas of the NCCAA's operations and service that may require improvement. The Director of Operations will research recurring complaint matters and recommend process and procedure changes, when appropriate. These changes will be noted in the Complaint Register, and any necessary NCCAA Policy and Procedure updates will be presented to the Board of Directors for adoption.