Complaints Policy

Individuals with disputes regarding the assessments, personnel, certificants or other elements of the certification program are encouraged to discuss these with the IAPP Certification Body to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint. Dissatisfaction based on hearsay will not be considered as a complaint.

Complaints Submissions

Complaints will be submitted in writing using the Complaint Submission Form via postal mail or e-mail to the IAPP Certification Director within 30 calendar days of the incident’s occurrence. Written complaints may be mailed to:

Certification Director
IAPP
Pease International Tradeport
75 Rochester Ave., Suite 4
Portsmouth, NH 03801

Written appeals may also be submitted to certification@privacyassociation.org. Please include “Certification Complaint” in the subject line.

Complaints will include:

- Date of the complaint
- Name of the complainant
- Postal address of the complainant
- E-mail address of the complainant
- Telephone contact number(s) of the complainant
- Nature of the complaint
- Relevant supporting materials
- Outcome desired

Initial Acknowledgement

The IAPP Certification Body will, within 10 days, acknowledge receipt of the complaint. The acknowledgement will include a description of the complaint process, and will advise the complainant that he or she will receive status reports regarding the complaint.
Complaint Review and Determination

A complaint will be reviewed by the Certification Director to determine if it can be addressed by staff or if it warrants the involvement of the Certification Advisory Board. The Certification Staff will send status reports to the complainant following a material change in the status of the complaint.

Staff Review

If a complaint is found to be addressable by staff, the Certification Director will refer the complaint to a staff member who has no conflict of interest and can remain impartial while resolving the complaint. The responsible staff member will take action to resolve the issue and communicate the resolution to the complainant within a period of no longer than 30 days. Should the resolution not be deemed satisfactory by the complainant, he or she may request that the complaint be reviewed by the Certification Advisory Board.

Certification Advisory Board Review

If a complaint is found to warrant escalation, the Certification Advisory Board Chair is notified and the complaint will be reviewed by the Certification Advisory Board and a decision will be communicated to the complainant within a period of no longer than 30 days. All decisions by the Certification Advisory Board are final.

When the complaint has been resolved, the complainant will receive notification of the resolution within 10 days of the closing of the complaint.

The IAPP will keep all materials and deliberations concerning the complaint confidential.