

AGMT Certification Program – Complaints and Appeals

Any Applicant, Candidate, or Certified Technician denied Certification (or Recertification) may Appeal that decision, including any reason(s) for denial. Complaints regarding the AGMT Program or Program Administrator must be made in writing.

To request an Appeal and/or file a Complaint please email or write the AGMT Program Administrator (contact information provided at the bottom of the home page). Please include your name, contact information and reasons(s) for the Complaint or Appeal. All Appeals and Complaints are tracked and the complainant or appellant is notified of receipt and provided status updates.

Program Administrator – Complaint & Appeals Process (from AD-07 Quality Manual, Section 13):

13.0 Appeals and Complaints

Complaints and Appeals regarding AMS, its management system, or its certification activities that it is responsible for following the below procedure. Complaints and Appeals that require the program sponsor to address are directed to the program sponsor.

Specific requirements regarding appeals and complaints, if outlined under a specific program operated by AMS may override the below procedure. Appeals are formal, written contests where certification status is concerned, or where there is disagreement of AMS/Program Policy and/or Procedure. Resolution may be accomplished via third-party ruling, as necessary. Complaints are expressions of dissatisfaction other than an appeal and generally are about how AMS functions (i.e. customer service, policies, procedures).

Complaints must be in writing to be logged.

13.1 Complaints and Appeals are tracked.

13.2 Complaints and Appeals received by AMS are formally recorded as an Action Item for tracking and resolution purposes.

13.3 If necessary, and as determined by the Quality Manager, an AD-11 form may be attached to the corresponding Action Item, and the Quality Manager or designee is notified.

13.4 The Quality Manager or designee notifies the complainant or appellant of receipt of complaint or appeal. They also notify them of the process being followed.

13.5 The complaint or appeal is assigned to a person or persons responsible for gathering all information necessary to resolve the issue. The decision resolving the complaint or appeal is made by, or reviewed and approved by, person(s) not involved in the certification activities related to the complaint or appeal, taking into account the results of previous similar appeals.

13.6 Once a resolution has been decided then AMS notifies all parties involved of the outcome. If, after notification AMS needs to take subsequent action to resolve, it will. If an AD-11 form was used, the resolution is recorded in it. Otherwise, the Resolution field in the Action Item will be used.

13.7 All complaints and appeals are completed in a timely fashion and once completed they are marked as such.