



COMPLAINTS AND RESOLUTION MEASURES FOR CREST MEMBER COMPANIES

December 2017

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COMPLAINTS AND RESOLUTIONS MEASURES

CREST Complaints and Resolution Measures

Definitions

“CREST” means CREST International and any or all of its Chapters.

A CREST Member Company means a company who has passed the relevant CREST requirements, agreed to the CREST Code of Conduct and has paid any fees associated with membership.

A CREST member of staff means personnel employed directly by the CREST Member Company and any person engaged as a sub-contractor.

A Client means an organisation employing a CREST Member Company utilising CREST Qualified Individuals who have referenced CREST in tender or contractual documentation.

Member Company Application Form means the latest completed CREST Member Application Form and associated reference material reviewed and agreed by CREST. Any reports to the Member Company of minor compliance issues will also be considered as being part of the application.

The Principles

Complaints will be investigated competently, diligently and impartially and assessed fairly, consistently and promptly at both the initial and final stages.

CREST undertake that decisions communicated to the complainant (The Client) will not be made by, reviewed by or approved by personnel previously involved in the subject of the complaint.

CREST undertake that no information revealed during an investigation will be made available to the CREST Executive or the Directors of CREST. Additionally, the detail of any recommendations will not be made available to the Executive or the Directors of CREST. The CREST Executive will be advised of the recommendation only for suspension or removal from membership.

CREST aim to resolve complaints at the earliest opportunity and ensure complainants are kept informed of the progress of their complaint. It is expected that almost all complaints should have been substantively addressed within eight weeks.

Complainants should attempt to resolve their issues directly with the CREST Member Company and should use the CREST Complaints and Resolution Measures as a last resort.

The Measures

On receipt of a potential complaint from a Client, CREST will register the relevant details. The following procedure will then apply:

1. CREST will issue the Client with details of the complaint handling process. If appropriate or necessary, CREST will issue or sign a mutually agreed non-disclosure agreement with the Client of the Member Company in question.



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2. CREST will request that the Client provides a formal complaint in an agreed format.
3. CREST will issue a complaint notification to the CREST Member Company.
4. CREST will review the complaint against the Code of Conduct for CREST Member Companies and the CREST Member Company Application Form.
5. CREST reserves the right to conduct an on-site audit of the Member Company.
6. CREST will then issue an initial viewpoint report to the Member Company.
7. On receipt of the CREST initial viewpoint report, the CREST Member Company will deliver a response to the report together with evidence of its procedures and policies.
8. The CREST President will review the evidence and will, where appropriate, agree a set of actions and dates for the actions to be completed by and a review process to ensure the actions have been completed.
9. Only where the recommendation is
 - that a Member Company be removed from CREST,
 - that an individual's CREST qualification is revoked, or
 - CREST becomes directly involved in legal actionmay CREST provide details to the CREST Executive. In these circumstances, an additional and mutually agreed NDA specific to the complaint will be required to be signed by all members of the CREST Executive.
10. Where necessary, CREST will employ the services of independently selected industry experts to review the recommendations. Industry experts will be selected based on their relevance, qualifications and impartiality and will be agreed by all parties (CREST, the CREST Member Company involved and the complainant) in advance of their appointment. Where deemed necessary, a separate and mutually agreed NDA will be signed by all parties involved.
11. CREST will issue a recommendation report to the CREST Member Company in question. Where appropriate, CREST may also issue a recommendation report, or extracts from it, to the CREST qualified individuals named in the complaint.
12. CREST will issue a summary report to the Client of the CREST Member Company in question.
13. If the Member Company is a CHECK member, CREST reserves the right to advise CESG and CHECK partners if a decision is taken to suspend or remove a Member Company from membership. This action will only be taken following discussions with the CREST Member Company. CHECK representatives may be requested to sign a specific NDA relating to the decision if necessary.
14. The recommendations will be enacted and appropriate steps taken to ensure the recommendations are fully complied with.
15. CREST will give formal notice to the Client of the CREST Member Company when the complaint and resolution handling measures are concluded.



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