

Complaint Policy:**OHC, CD, and PS:**

CAOHC is committed to upholding ethical conduct for its certified occupational hearing professionals to protect the public and safeguard the integrity of the professions and CAOHC credentials. Policies and procedures are established and administered fairly and equally to all individuals subject to these policies. Any complaints of misconduct or misuse of credentials by Certified Occupational Hearing Conservationists (COHCs), Course Directors (CDs), or Professional Supervisors (PSs) should be reported to the CAOHC office.

Formal complaints must be submitted in writing to the CAOHC Office by email at info@caohc.org or by mail to 555 East Wells Street, Suite 1100, Milwaukee, WI 53202. Only signed, written complaints will be considered. Anonymous complaints will not be acted upon. The CAOHC will protect the confidentiality of those who provide information to every possible extent. However, the CAOHC will become involved only in matters that can be factually determined, while providing the charged party with every opportunity to respond in a professional and legally defensible atmosphere. The Executive Director will acknowledge receipt of a written complaint within 14 days.

Upon receipt of a written complaint, if the complaint concerns a Course Director (CD), it will be referred to the OHC/CD Committee, and the process outlined in the CD Policies & Procedures will be followed to respond.

If the complaint concerns an OHC or PS:

1. Investigations of misconduct will be referred to the appropriate committee chair to determine if the complaint has merit within 14 days of receipt of a written complaint.
2. If the complaint is found to have merit, the CAOHC Executive Director will provide written notice to the individual who is the subject of the complaint. The individual will be given an opportunity to respond in writing within 30 days to clarify the matter or provide other pertinent information.
3. Upon receipt of the individual's response, the Executive Director will refer the matter to the appropriate committee, which will meet via conference call within 14 days to discuss the complaint and decide whether any action should be taken against the individual.
4. The Committee may dismiss the complaint or may institute penalties up to and including revocation of a certification and/or a ban on future certification.
5. The Executive Director will send a written notification of the decision to the individual and, if appropriate, the person submitting the complaint within 10 days of the decision by email and certified mail.
6. If the subject of the complaint wishes to file an appeal, they must notify the CAOHC Executive Director within 10 days of receipt of the notice sent by certified mail.
7. Upon receipt of an appeal, the Executive Director will forward it to the CAOHC Executive Committee within 14 days.
8. The Executive Committee will meet via conference call to discuss the appeal within 14 days and make a decision.
9. The Executive Director will send the official notification to the subject and the person submitting the complaint, if appropriate, within 10 days of the decision by email and certified mail.

Webinars:

Complaints about the content of webinars produced jointly with the National Hearing Conservation Association (NHCA) will be referred to the NHCA/CAOHC webinar planning committee for review and appropriate action and response.

Appeal Policy:

An appeal policy is available to any applicant or certificant who has applied or tested for a CAOHC certification and wishes to contest any adverse decision affecting their certification status or eligibility. Any individual who does not file a request for an appeal within the required time limit shall waive the right to an appeal.

All appeals are reviewed by the Executive Director. Appeals regarding Occupational Hearing Conservationist (OHC) or Course Director (CD) eligibility or certification/recertification will be reviewed by the OHC/CD Committee Chair and the Executive Committee.

The following rules apply:

- Appeal requests must be received in writing within 45 days of the date of the denial. Verbal appeals and/or comments written on course evaluations will not be considered formal appeals.
- Requests must be sent to the CAOHC Office by email at info@caohc.org or by mail to 555 East Wells Street, Suite 1100, Milwaukee, WI 53202.
- Requests should include as much detail as possible on the exact nature of the appeal.
- A decision on appeals will be issued within 30 days and sent to the appellant via email.