



Certification Program Feedback Form

Individuals with feedback regarding the exam application process, testing experience, or other elements of the certification program may submit feedback to HRCI. While all submitted feedback will be reviewed, the specific handling of the feedback will be at the discretion of HRCI. However, issues related to impartiality, fairness and discrimination will be reviewed and addressed.

Submission of Program Feedback

Feedback will be submitted in writing through the use of the HRCI Feedback Submission Form within 30 calendar days of an incident's occurrence. The submission may be mailed or e-mailed. The submission must include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as feedback. Feedback will be reviewed and handled by HRCI at its discretion.

Acknowledgment

Acknowledgment will be sent via email within 5 business days of receipt by HRCI. The acknowledgment shall include a description of the feedback process, and will advise the individual that status reports will be sent regarding the feedback, if applicable.

Determination of Involvement

Feedback will be reviewed by the Customer Experience Manager to determine if it needs to be addressed. Not all feedback requires action. If it is determined that the feedback is not actionable, the individual will be notified via email of that fact within 10 business days of determination.

Staff Review

If the feedback requires action, it will be referred to an appropriate staff member considering matters of confidentiality, conflict of interest and impartiality. All feedback related to impartiality, fairness and discrimination will be handled by the Customer Experience Manager. The responsible staff member shall take action to resolve the issue and communicate the resolution to the individual and the Customer Experience Manager within a period of no longer than 30 calendar days.

Program Feedback Tracking

When the feedback has been resolved, the individual shall receive notification of the resolution within 10 business days of the determination.

All feedback shall be recorded in HRCI's Feedback Register which will be maintained by the Customer Experience Manager. The Feedback Register will be reviewed periodically, at a minimum as part of the annual audit, to identify the need for corrective or preventable action.



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Feedback will be submitted in writing through this form within 30 calendar days of an incident's occurrence. Requests received after this time frame may not be considered. The submission may be mailed or emailed. The submission must include sufficient, objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay will not be considered as feedback. Feedback will be reviewed and handled by HRCI at its discretion.

Name:	Contact ID Number:	Date:
Email Address:	Daytime Phone Number:	
Feedback Type (exam process, testing experience, etc.):	Exam Date & Location (if applicable)	

Feedback: (The feedback should include, but is not limited to, the nature of the issues surrounding the feedback, the facts and supporting documentation)

Desired Resolution:

Please submit completed form to:

Email: feedback@hrci.org

OR Mail: HRCI
1725 Duke Street, Suite 700
Alexandria, VA 22314 USA