



Policy TITLE:	TNI Complaints
Policy NO.:	1-108
REVISION NO:	0
Program	Administration and Support

Policy Committee Approved Date:	2/21/2012
TNI Board of Directors Endorsed Date:	5/9/2012
SOP Effective Date:	5/9/2012

I. PURPOSE AND APPLICABILITY

TNI is committed to being responsive to the needs of its members and the public. However, it is inevitable that at times individuals may experience dissatisfaction with TNI or any of its programs. This policy asserts the right of TNI members and the public to register complaints and to receive a response addressing those complaints. The policy authorizes the Policy Committee to manage general complaints.

II. GENERAL COMPLAINTS

All TNI programs are required to establish procedures for handling and addressing complaints. In addition, TNI shall establish a complaint resolution process with institute-wide applicability that can be accessed by members and the public at any time. Complaints submitted through that process are termed general complaints.

III. PRINCIPLES

1. Any TNI member or member of the public has the right to register a complaint with TNI regarding any of its operations, services, or programs.
2. This right to register a complaint is available in addition to, but not as a substitute for, any complaint management processes established by TNI programs.
3. The TNI general complaint management process shall not interfere with the ability of any organization participating in TNI to make final decisions on complaints or appeals over matters where the organization has direct authority to grant, award, lease, suspend, or revoke, or in any decisions related to recognitions, accreditations, approvals, or licensing.

IV. GENERAL COMPLAINT MANAGEMENT PROCEDURES

The Policy Committee shall manage general complaints. The Policy Committee shall establish procedures for:

1. Ensuring all TNI members and members of the public, are aware of the availability of the process.
2. Receiving complaints that honor any requests for confidentiality.
3. Resolving complaints.
4. Determining when a received complaint should be managed by the processes established by TNI programs.
5. Tracking the type and number of complaints received.
6. Reporting periodically to the TNI Board of Directors on the status of the complaints it has managed.

Policy Approved Changes

Prev. Policy No.	New Policy No.	Date of Change	Description of Change
n/a	Rev 0		New Policy