

# Ethics, Appeals, and Complaints

## Policies and Procedures

IP Certification

International Professional

Evaluation and Certification

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## 1. IPC Kosova Code of Ethics

In recognition of my personal obligation to the project management profession and to the communities it serves, I do hereby commit myself to behave ethically and professionally. Specifically, I agree that I will:

1. Accept responsibility for my actions.
2. Treat all persons fairly regardless of their race, religion, gender, disability, age, national origin, or any other differences.
3. Avoid injuring others, their property, their reputation, or their employment by false or misleading words or action.
4. Make a concerted effort to meet my commitments, and to promptly notify those affected when I am unable to do so.
5. Work to ensure that my professional commitments are based on shared understanding.
6. Avoid real or perceived conflicts of interest whenever possible, and disclose them to affected parties when they do exist.
7. Reject bribery in the conduct of my professional responsibilities.
8. Be honest in representing my professional capabilities.
9. Be open to new ideas and concepts in project management.
10. Make a reasonable effort to maintain and improve my professional capabilities.
11. Assist colleagues and co-workers in their professional development, and support them in their efforts to behave ethically and professionally.

## 2. Ethics Policies and Procedures

<b>Policy</b>	<p>It is the policy of IPC Kosova that all certificants are required to agree to abide by the IPC Kosova Code of Ethics.</p> <p>It is the policy of IPC Kosova Certification Body that certificants who violate their Code of Ethics should be reported to IPC Kosova and should be adjudicated according to IPC Kosova policies and procedures.</p>
<b>Confirmation of Decision</b>	<p>An IPC Kosova recommendation to withdraw or suspend certification must be confirmed by the Board of IPC Kosova Certification Body. If the Certification Body declines to approve the IPC Kosova recommendation, IPC Kosova may impose other penalties, but has no right to overrule the decision of the Certification Body.</p>

## 3. Appeal Policies and Procedures

### 3.1 Overview

<b>Questions?</b>	If you have any questions about the appeals process, contact us at: <a href="mailto:info@ipcert.com">info@ipcert.com</a>
<b>3.1.1 Statements of Policy</b>	
<b>Policy</b>	It is the policy of IPC Kosova that candidates may appeal an unfavorable decision to a pair of impartial assessors.
<b>Policy</b>	It is the policy of IPC Kosova that a candidate filing an appeal may secure legal counsel at their own expense. Under no circumstances, including a successful appeal, will IPC Kosova or their officers, employees, or representatives be liable for a candidate's or an appellant's legal fees.
<b>3.1.2 Definitions</b>	
<b>Appeal</b>	A request from an unsuccessful candidate to reverse an assessment decision.
<b>Appellant</b>	The candidate filing the appeal.
<b>Candidate</b>	Person who has satisfied the entry requirements of the certification system.
<b>Exam Recheck</b>	Verification that the appellant's written exam was scored correctly.
<b>Assessment Review</b>	Verification that IPC Kosova policies and procedures were followed in the process of performing the appellant's assessment.

### 3.2 Appeal of Certification Decisions

#### 3.2.1 Grounds for Appeal

<b>General</b>	An appeal must cite one of the following circumstances: <ul style="list-style-type: none"> <li>• The documented policies and procedures of IPC Kosova were not followed.</li> <li>• The documented policies and procedures of IPC Kosova do not allow for a fair and impartial assessment of the appellant's competence.</li> </ul>
<b>Exclusions</b>	Appeals may not be used to supply additional evidence of competence.

#### 3.2.2 Filing an Appeal

<b>Period for Appeal</b>	Appeals must be submitted within 30 calendar days of the decision being appealed.
<b>Refunds</b>	The appeal fee will be refunded in full if the appeal reverses the original decision.
<b>Timing</b>	A decision will be given to the appellant within 60 days of receipt of the appeal.
<b>Required Contents of Appeal Letter</b>	The appeal must include at least the following: <ul style="list-style-type: none"> <li>• Name of the appellant.</li> <li>• Documentation that the proper fee has been paid. Current fees can be found here: <a href="http://www.ipcert.com/new/">http://www.ipcert.com/new/</a></li> <li>• Date of the exam or interview whose results are being appealed.</li> <li>• Grounds for the appeal.</li> <li>• Suggested corrective action (i.e., Exam Recheck or Assessment Review).</li> </ul>
<b>Submission</b>	Appeals must be submitted to IPC Kosova Certification Appeals Committee Chair. Contact information is available on the IPC Kosova website. Appeals may be sent via surface mail, an express delivery service, or email.
<b>Verification</b>	It is the appellant's responsibility to verify that the appeal was sent prior to the expiration of the appeal period, and to verify that the appeal was received.

<b>3.3 Procedure for Conducting an Exam Recheck</b>	
<b>Staffing</b>	The Exam Recheck will be performed by two assessors who were not involved in scoring the original exam. The assessors will be appointed by the Certification Appeals Committee Chair and will be compensated according to IPC Kosova normal practices.
<b>Process</b>	The Exam Recheck Assessors will determine an appropriate approach to the exam recheck based on what is being challenged. They may review any or all of the activities related to the assessment decision. They may interview the appellant or anyone else involved in the process of administering and scoring the exam.
<b>Decision</b>	The Exam Recheck Assessors will provide a written report of their findings to the Board of Directors of IPC Kosova Certification Body. This report will include their recommended disposition of the appeal and any other required corrective action. The decision of the Board of Directors of IPC Kosova Certification Body is final and cannot be appealed further.

<b>3.4 Procedure for Conducting an Assessment Review</b>	
<b>Staffing</b>	The Assessment Review will be performed by two assessors who were not involved in scoring the original exam. The assessors will be appointed by the Certification Appeals Committee Chair and will be compensated according to IPC Kosova normal practices.
<b>Process</b>	The Assessment Review Assessors will determine an appropriate approach to the Assessment Review based on what is being challenged. They may review any or all of the activities related to the assessment decision. They may interview the appellant or anyone else involved in the process of performing the assessment. However, they may <b>not</b> consider additional evidence of competence that was not provided in the appellant's original application.
<b>Re-interviewing</b>	If the Assessment Review assessors determine that the assessment interview must be redone, it will be redone according to IPC Kosova standard interview procedures.
<b>Decision</b>	The Assessment Review Assessors will provide a written report of their findings to the Board of Directors of IPC Kosova Certification Body. This report will include their recommended disposition of the appeal and any other required corrective action. The decision of the Board of Directors of IPC Kosova Certification Body is final and cannot be appealed further.

## 4. Complaint Policies and Procedures

### 4.1 Overview

<b>Policy</b>	It is the policy of IPC Kosova that any complaints about the operation or management of its certification program will be treated as opportunities for improvement.
<b>Definition</b>	A complaint is a statement of dissatisfaction with something other than an assessment decision.

### 4.2 Process

<b>Complaints about Personnel</b>	Complaints about IPC Kosova Certification Body personnel (including, but not limited to, Board members, volunteers, employees, and assessors) should be submitted via email to IPC Kosova Director of Certification. Complaints about IPC Kosova Director of Certification should be submitted via email to IPC Kosova President. Management will decide how to treat complaints on a case-by-case basis. Contact information for both individuals is available on the IPC Kosova website.
<b>Acknowledgement</b>	All complaints received will be acknowledged via email within five (5) business days.
<b>Disposition</b>	Complainants will be notified of the disposition of their complaint within sixty (60) business days of receipt.
<b>Escalation</b>	Complainants who are dissatisfied with IPC Kosova handling of their complaint may submit a complaint to IPMA's Certification Validation Management Board (CVMB) at their own expense. Contact information is available on IPMA's website.

**NOTE: If operational team cannot resolve the complaint appeal, IPC Kosova will escalate to appeal and complaint committee**