



Continuing Education Program Complaint Procedures and Form

NCRA's Continuing Education program is governed by NCRA's Council of the Academy of Professional Reporters (CAPR). It is the goal of NCRA and CAPR to assure that educational training programs meet or exceed the NCRA Standards developed to deliver accountability to all participants. The following procedures shall be followed in instituting and resolving a complaint that the NCRA Continuing Education Standards have been violated.

Complaints will be handled in the following manner:

1. Participants and/or vendors must file a complaint in compliance with NCRA's Complaint Procedures using the NCRA Continuing Education Complaint Form.
2. The NCRA Continuing Education Complaint Form will be submitted to CAPR for consideration. If it is deemed that the NCRA Continuing Education Standards have been violated, CAPR will discuss the seriousness of the alleged violation(s) and determine whether any further action is necessary or indicated.
3. If a participant has a complaint with a third-party vendor, the complaint must *first* be filed with that vendor for resolution.
4. If the final written decision of the vendor is deemed unsatisfactory by the participant, the participant may *then* file an NCRA Continuing Education Complaint Form. The NCRA Continuing Education Complaint Form must be accompanied by the final written decision of the vendor along with any other relevant supporting documentation. NOTE: CAPR will only review violations of the Continuing Education Standards.

COMPLAINT PROCEDURES

The following procedures shall be followed in instituting and resolving a complaint that NCRA's Continuing Education Standards have been violated.

A. Filing a complaint

Any approved/prequalified vendor or registered participant may file a complaint against NCRA or a third-party vendor following these procedures and using the NCRA Continuing Education Complaint Form.

All complaints must contain the following:

- a. the name and address of the vendor (if other than NCRA)
- b. a detailed description of the complaint;
- c. references to the specific NCRA Continuing Education Standard(s) that are alleged to have been violated (link to standards);
- d. signature of the complainant, affirming that the facts stated in the complaint are true and accurate to the best of the complainant's knowledge and belief.

If the above procedures are not followed, the complaint will not be sent to CAPR for consideration. In such case, the Executive Director shall inform the complainant of the reasons why CAPR will not consider the complaint, including what, if any, further information must be provided before any action can be taken.



B. Review of complaint

1. Once all requirements for the complaint procedure have been satisfied and the complaint has been accepted for review, NCRA will send written notification to the complainant, along with a request to confirm receipt of notification within fourteen (14) days.
2. NCRA Staff shall forward a copy of the nature of the complaint, the Standard(s) referenced in the complaint, the complaint procedures, and the NCRA Continuing Education Standards to the vendor (if other than NCRA). A written response from the vendor to CAPR is required within thirty (30) days.
3. If no response is received within 30 days, the vendor is at risk of losing current, pending, and/or future approved or prequalified status for their programs.

C. Adjudication of complaint

NCRA will send written notification to the participant and/or vendor of CAPR's final decision within 60 days of the start of the review.

CONTINUING EDUCATION PROGRAM COMPLAINT FORM



The National Court Reporters Association's Continuing Education program is governed by the Council of the Academy of Professional Reporters (CAPR). The form should be completed and accompanied by all supporting documentation.

Section A: NCRA Standard Violation *(please print)*

Name: _____ **NCRA ID#: (if applicable)** _____
First Last

Address: _____ City State Zip
Street

E-mail Address: _____ **Phone #:** _____

Is your complaint against NCRA or Third-Party Vendor? NCRA Third-Party Vendor

If Third-Party Vendor, provide name:

Third-Party Vendor E-mail: _____ Phone #: _____

Approximate Date(s) of Education Program:

Names and Titles/Positions of Persons Involved, including Presenter(s), Staff, or Other Participant(s):

Section B: NCRA Standard Violation *(please print)*

I believe that NCRA or the prequalified/approved vendor named above has violated the following Standard Number(s) of the NCRA Continuing Education Standards.

Check all that apply:

- | | | |
|-------------|-------------|--------------|
| Standard I | Standard II | Standard III |
| Standard IV | Standard V | Standard VI |

For each Standard checked above, attach a complete written description of the complaint on page two.

The attached form explains why I believe the NCRA Continuing Education Standards were violated. I understand that the NCRA Council of the Academy of Professional Reporters will not consider any monetary dispute(s) I may have with the party. I have received a copy of the complaint procedures, and I agree to abide by them. I understand that I may contact NCRA staff if I have any questions regarding these procedures.

I understand the Association must disclose the nature of the complaint and the Standard(s) referenced in the complaint to the members of CAPR, the NCRA staff, the Board of Directors, and the party complained against.

I declare that the facts stated on this form and my attached statement are true and correct to the best of my knowledge and belief.

SIGNATURE _____ DATE _____

QUESTIONS? Please email continuinged@ncra.org or call the Continuing Education Department at 800-272-6272.

Standard Violation:

Standard I
Standard IV

Standard II
Standard V

Standard III
Standard VI

Description of complaint: