



NCCSA

National Commission for the Certification of Surgical Assistants

NCCSA Complaint Policy

Complaints to the NCCSA about NCCSA certification programs may come from applicants, examinees, certificates', and an NCCSA recognized surgical assisting program faculty.

Complaints to the National Commission for the Certification of Surgical Assistants (NCCSA) about NCCSA certification programs may come from applicants, examinees, certificants, and NCCSA recognized surgical assisting program faculty.

1. Complaints to the NCCSA which do not fall within the parameters of the NCCSA Disciplinary Policy shall be processed and determined in accordance with this Policy.
2. To be processed within this Policy, a complaint must relate directly to NCCSA certification program policies and procedures, and may include, but is not limited to, issues regarding: testing administration center, expired authorization to test period, re-test authorization period, candidate handbook information and other NCCSA publications. No other complaints will be considered by the NCCSA.
3. A complaint must be in writing addressed to the Executive Director of the NCCSA, be signed by the complainant(s), and be submitted to the NCCSA no more than thirty (30) days from the date of the incident which is the subject of the alleged concern. Unsigned complaints will be returned to the complainant(s). Acknowledgement of receipt of the complaint will be provided to the complainant(s).
4. Within thirty (30) days from receipt of the complaint, it will be investigated and addressed by NCCSA staff designated by the NCCSA Executive Director. Once a complaint has been investigated and addressed, the outcome will be communicated by the NCCSA to the complainant(s) in writing, and the complaint is final and will be considered closed. The resolution of the complaint is not appealable to the NCCSA Board of Directors.
5. Names of the complainant(s) will be held in confidence by the NCCSA, unless written permission is granted by the complainant(s) to reveal their name(s). This requirement shall be waived in the event the NCCSA is required to provide any information or documentation as determined by a bona fide judicial or governmental process.