



Association of Workplace Investigators, Inc.  
1000 Westgate Dr., Ste. 252 • St. Paul, MN 55114, USA • Tel 844.422.2294 • [office@awi.org](mailto:office@awi.org) • [www.awi.org](http://www.awi.org)

## **AWI Complaints and Appeals Policy**

### **Complaints**

All complaints should be directed to AWI's Member Services Department at 1+ (844) 422-2294 or [office@awi.org](mailto:office@awi.org). They will handle issues with the registration process, including tuition, deposits, cancellations, refunds, transfers, substitutions, and waiting lists.

If the complaint is about the training process it will be directed by the Member Services Department to the Chair of the applicable Institute session. The Chair of the Institute Committee or the Vice-Chair of the Institute Committee serve as back-up to ensure unbiased and timely processing. The complaining party will receive a response to the complaint by email within 30 days of the receipt of the complaint.

Complaints about the testing process will be directed to the Program Manager. If the complaint is about examination results, it qualifies as an appeal and must be handled in accordance with the appeals process below.

Complaints about misuse of the designation or acronym AWI-CH should be directed to the Program Manager who will handle it in compliance with the Certificate Issuance, Use, Invalidation and Monitoring, and Designation and Acronym Monitoring and Revocation Policy.

### **Appeals**

All appeals should be made by email to [education@awi.org](mailto:education@awi.org) within 60 days of notification of the resolution of the complaint.

Any examinee who is dissatisfied with the results of an examination may appeal by email to the Program Manager, Julia Renner, at [juliar@awi.org](mailto:juliar@awi.org) within 60 days of notification of the examination results. The Program Manager shall review the appeal, may obtain additional information, and may consult with AWI staff, volunteers, and contractors. The Program Manager shall determine whether the matter was handled in accordance with AWI's policies and procedures. If not, the Program Manager shall determine how to best correct the error, and shall correct it or cause it to be corrected. The Program Manager shall notify the complaining party of the determination on the appeal, and of the reasons for the determination, by email within 60 days of receipt of the appeal. The decision of the program manager on such an appeal shall be final.