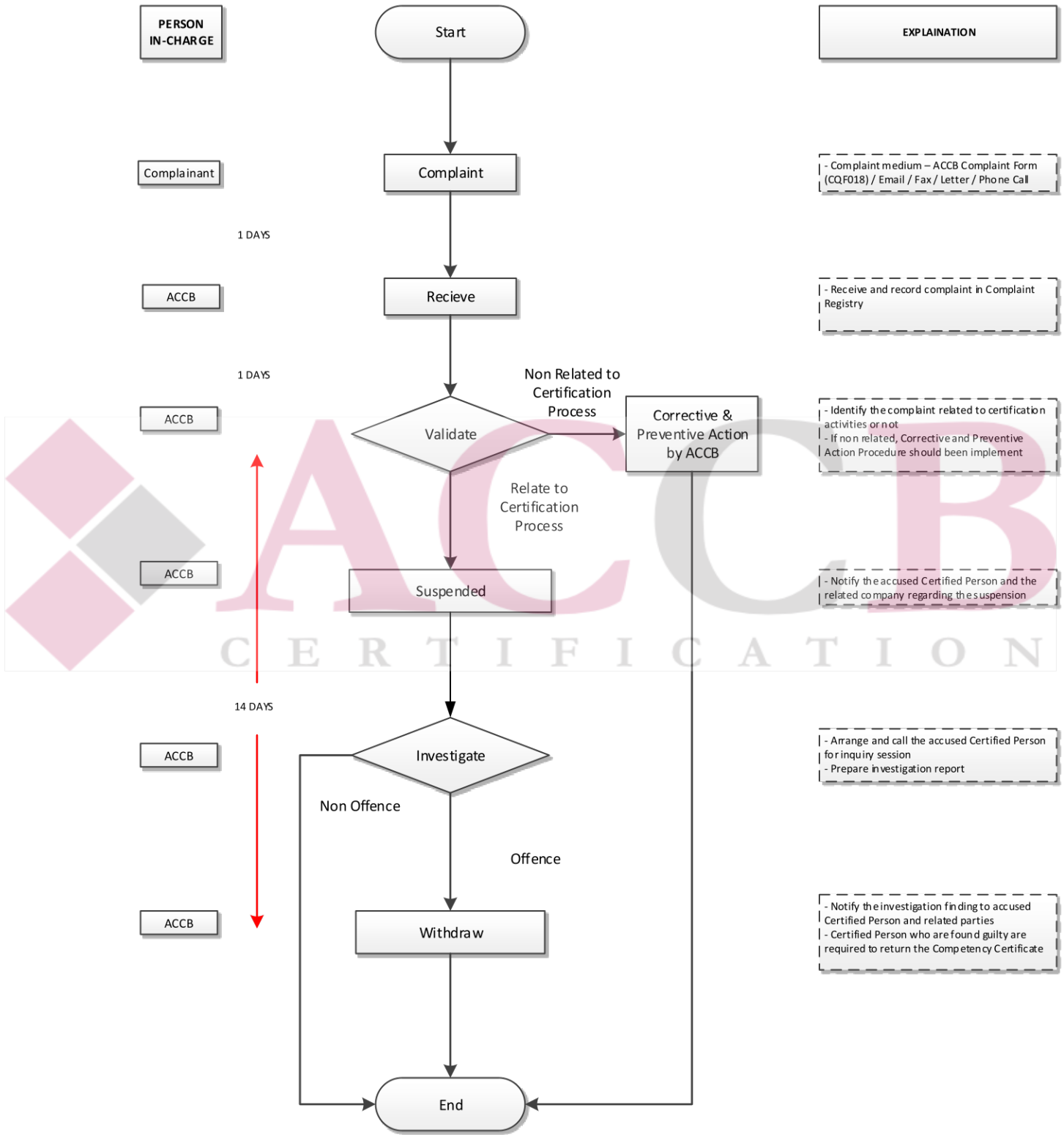


COMPLAINT PROCESS FLOW



Complaint

11.1 Complaints Related to Certification Process

ACCB will be responsible for all complaints received among others but are not limited to the following: -

- Evidence of falsification of information provided on documents submitted to ACCB.
- Cheating on certification exams.
- Evidence of non-compliance with the Code of Conduct.
- Evidence of improper use of the ACCB certification status and/or logos.
- Violation of established ACCB certification policies, rules and requirements.
- Conviction of a felony or other crime of moral turpitude under federal or state law.
- Gross negligence, wilful misconduct, or other unethical conduct in the performance of services for which the individual has achieved certification from ACCB.

ACCB has established procedures to fairly and consistently address alleged violations. Disciplinary procedures are designed to ensure that valid and actionable complaints are investigated and considered, and that all parties involved in the complaint have an opportunity to document circumstances warranting the complaint and to respond to the complaint.

All complaints will first be reviewed by the ACCB personnel. If the complaint can be verified and resolved without further documentation or investigation, ACCB will notify the complainant if necessary and the complaint will be closed.

If the complaint requires additional information or which cannot be easily closed, ACCB will proceed with further investigation in 14 working days before any actions will be taken. Meanwhile, during the investigation period, the personnel will be suspended in writing from the certification and if required, the personnel will need to be cooperated with ACCB such as attend for some inquiry sessions.

Following the investigation, ACCB will inform the complainant of the decision in writing. The complainant will be notified in writing that a decision was reached. If disciplinary action is imposed, the complainant may submit an appeal of the decision to ACCB. This appeal must be submitted in writing to the ACCB. A signed appeal must be submitted in writing within 14 working days from receipt of the written notification that a disciplinary action is imposed and must clearly state the grounds for appeal. Below are two possible decisions that ACCB may make in regards to a complaint.

a) Withdrawal/Revocation

When a complaint is received by ACCB which upon investigation by the policies and processes laid out appears to be due to negligence or intentional malpractice or violation of the code of conduct, the ACCB may withdraw certification. In the event of withdrawal, the Certified Person must refrain from further use of all references to certified status.

b) Suspension

When a complaint is received by ACCB which upon investigation by the policies and processes laid out appears to be due to accidental causes, unintentional negligence or oversight, the ACCB may suspend the Certified Person certification for a specific period. ACCB may establish monitoring procedures during the suspension which the Certified Person must conform to. During the time of suspension, the Certified Person must refrain from further promotion of his or her certification. If the Certified Person does not remedy the conditions of the suspension, the Certified Person certification may be withdrawn.

11.2 Complainant

Applicant/candidates/Certified Person or other individuals within industry can do a complaint by fill up a complaint form.