

# RESNET Rater Trainer Complaint Resolution Process

Client Informs RESNET About Complaint

RESNET calls training provider's client within 48 hours; explains what RESNET can/cannot do and directs client to contact the training provider and to re-contact RESNET only if problem is not resolved

RESNET e-mails training provider regarding complaint and requests an e-mail within 5 days of resolution of complaint

Complaint Resolved

File Closed

Client sends complaint to RESNET

Client advised to resolve non-standard problem with training provider

RESNET verifies problem is rater training standard related

Complaint forwarded to rater's training provider to be resolved within 10 working days

Complaint Resolved

RESNET advises client that documentation on training standard issue is needed

Advises rating training provider of the RESNET complaint resolution requirements and possible sanctions

Client Documentation

File Closed

RESNET informs client that training provider has agreed to or is in the process of resolving the issue

RESNET informs training provider of documentation

Client reports back that problem not resolved

RESNET assumes issue resolved unless client reports otherwise

Training provider provides satisfactory explanation and resolution

Disciplinary process begins

