



Canadian  
Accreditation  
Council

Conseil  
d'accréditation  
canadien



## CAC Complaints Framework

A complaint or grievance against CAC as an organization is an expression of dissatisfaction with the actions, lack of action, or service delivered by CAC. This policy is intended to address any complaints or grievances that fall outside of the scope of the ones listed below:

- If an individual would like to submit an allegation against an organization that is accredited or in the process of accreditation by CAC, the individual will enter into the Allegations Process as outlined in Appendix G of the Process Manual
- If an individual would like to raise a concern about the accreditation process, the individual will enter into the Grievance Process as outlined in Appendix E of the Process Manual
- If an individual would like to appeal the outcome of their accreditation process, the individual will enter into the Appeals Process as outlined in Appendix F of the Process Manual

CAC takes all complaints and grievances seriously and strives to resolve them within 10 business days, unless the situation warrants additional time, as discussed by CAC and the complainant. The review of complaints is completed in a fair, impartial and respectful manner.

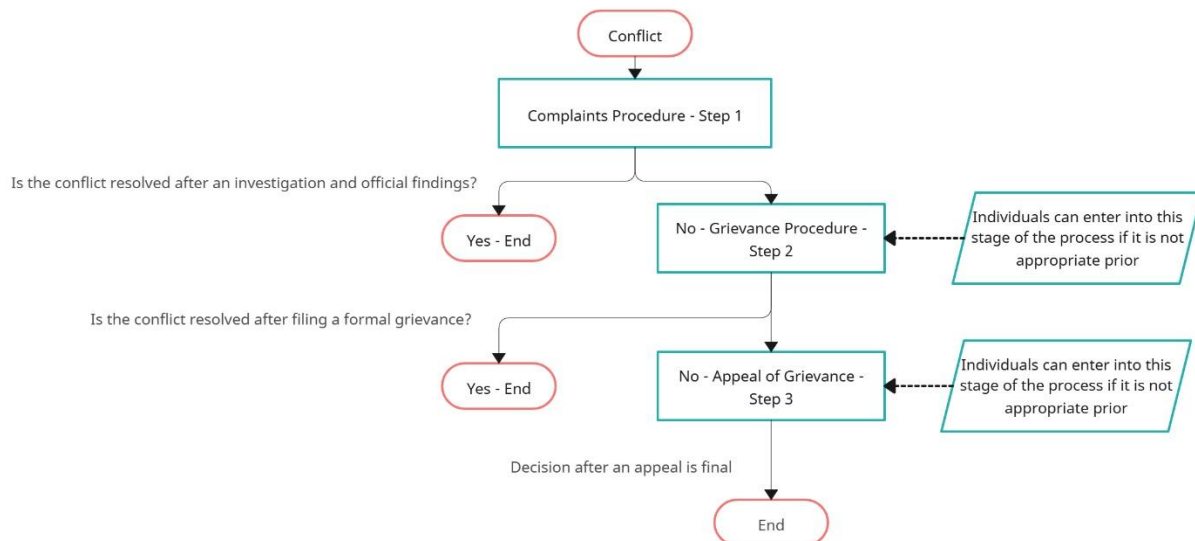
In order to issue a formal complaint or grievance with CAC, please forward your complaint to the CEO of CAC, Chris Mahoney:

- Phone – 780-424-4498 ext. 201
- Email – [cmahoney@cacohs.com](mailto:cmahoney@cacohs.com)
- Mail –  
Chris Mahoney  
c/o Canadian Accreditation Council  
Suite 203 9080 25 Ave SW  
Edmonton, AB T6X 2H4



Complaints will follow the below flow chart:

### Complaints and Grievances Flow Chart



Complainants are advised of the process when lodging a complaint, as well as the method by which they may escalate their complaint if they are dissatisfied with the treatment or outcome. CAC will conduct an investigation, including but not limited to interviewing individuals who are directly related to the content of the complaint, reviewing any materials of which there is a complaint, and any other relevant information, both internally and directly from the complaint.

Complainants are kept informed of the status of their complaint and will receive notification of the outcome, if they have requested ongoing communication regarding the issue. If a complainant has indicated that they do not wish to receive any ongoing communication, CAC will respect their request.

In the event that an individual is dissatisfied with the outcome of the Grievance Procedure, they may submit an appeal to the CAC Board of Directors.