



COMPLAINTS & DISCIPLINARY POLICY

National Federation of Professional Trainers, NFPT
Updated: January 2015

For examination and certification policy details related to NFPT Certified Personal Trainer (CPT) course development, policy and procedures, and/or complaints and disciplinary processes, visit www.nfpt.com/documents to review the *NFPT Personal Trainer Certification Handbook*.

The NFPT Certification Council will review and take appropriate action on all such complaints and/or potential codes of conduct breaches of that of its certified personal fitness trainers and test candidates. NFPT Certification will serve to protect the interests of fitness training consumers who receive service from NFPT certified trainers. NFPT test candidates and certified trainers are expected to be representative of NFPT professional and ethical standards as expressed directly in NFPT Codes of Conduct.

Complainants are not entitled to any relief or damages by virtue or result of this process, however, an NFPT test candidate or certified trainer who displays unethical or unprofessional behavior and/or is found to be in violation of NFPT's Codes of Conduct may have his/her eligibility status or existing credential suspended or revoked at the authority of the NFPT Certification Council.

- Suspension = a temporary hold status of test candidate eligibility, current certification, or recertification eligibility until which time resolution can be made by NFPT Certification Council members based on the collection of all relevant data and documentation of the incident. Suspension status for further NFPT Council review does not affect certification expiration dates or test candidate eligibility dates; original expiration dates for both exam and recertification eligibility will apply. NFPT Certification has authority to change “suspension” status to “revoked” status if determined that certificant, or test candidate, cannot provide supporting documentation within a reasonable amount of time or if an alleged violation is substantiated.
- Revocation = the cancellation of test candidate eligibility, revocation of current certification status, or recertification eligibility. For current certificants, NFPT credential is immediately revoked and recertification not granted. For test candidates, exam eligibility is immediately revoked. NFPT Certification Council may act to:
 - Require a period of one year from revocation upon which test candidate eligibility status may be awarded in accordance with professional standards for eligibility in effect at any time. Re-application and all subsequent test and administrative fees apply.
 - Revoke certificant status and test eligibility permanently. No re-application opportunity is provided.

Depending on severity of complaint and information needed to effectively investigate the complaint, NFPT Certification Council may contact and/or rely on evidentiary information as provided by the complainant, the test candidate or certificant who is the subject of the complaint or his/her employer, or any such individual who may have knowledge of the facts surrounding the complaint and/or supporting NFPT records data, this includes the NFPT Testing Vendor security/investigative representative. NFPT Certification Council has full authority over such matters and will act in accordance with disciplinary policy described herein, resulting directly from any such substantiated breaches of NFPT Codes of Conduct.

All complaints must be submitted in writing via the NFPT Complaint Form that is published on the NFPT web site at www.nfpt.com/contact-us. The Complaint Form may also be provided in PDF or mailed in hardcopy by request. NFPT Certification will maintain full confidentiality of all personal and contact information of complainant (including first and last name, address, phone number/s/, email, employer information.)

Anonymous complaints are accepted, however these are more difficult to substantiate and may not allow Certification Council investigations to proceed effectively and conclusively. Complaint Forms are sent to NFPT Certification Coordinator for verification of complete and accurate information, additional information may be

required. NFPT Certification Coordinator will notify the complainant within 5 business days of receipt of Complaint Form to inform complainant of acceptance, rejection, or a request for more information regarding complaint. This notification will include a complete copy of the Discipline and Complaints policy.

Upon the acceptance of a complaint, based on sufficient evidence, the NFPT Certification Coordinator, at the full authority of the Certification Council, will:

1. Notify the NFPT test candidate or certified trainer of the nature of the complaint, directly referencing the alleged action to the specific code of conduct which has been allegedly violated. The identity and all personal and contact information of the individual who submitted the complaint will remain confidential.
2. Provide a deadline for response within the alleged violation notification. The test candidate or certificant will have thirty (30) days following the date of the initial complaint notification to respond to complaint. Exceptions can be made on a case by case basis whereby more time is provided; however, contact must be made within 30 days of notification to include the reason for requesting a time extension.

The NFPT Certification Council will oversee a complaint investigation. NFPT Certification Coordinator will be the point of contact for notifications and communications by and between the complainant, the NFPT test candidate or certificant, and the NFPT Certification Council.

3. Investigate complaint details using all available resources as needed and applicable to the complaint (this may include investigative participation by NFPT Certification Council members, NFPT Testing Vendor security/investigative representative, complainant, test candidate or certified trainer and his/her employer, third parties, administrative data, or social media outlets)
4. Review complaint investigative and supporting documentation, to include the information provided in rebuttal by the test candidate/certificant, in order for the Certification Council to make an actionable decision.
 - ***If the accused test candidate or trainer does not respond*** to complaint in the allotted period of time, and/or does not provide request for a time extension, NFPT Certification Council may act against the test candidate / certificant status to suspend temporarily until which time the test candidate or certificant can provide rebuttal and any such documentation or supporting evidence for Council consideration; or the Council may revoke test candidate eligibility/certification status permanently at their discretion.

The full Discipline and Complaints policy may be requested by contacting the NFPT office. The policy is also available online at www.nfpt.com/documents. The full Discipline and Complaints policy provides the outcomes which may result from action taken by the Certification Council.

Appeals

Within thirty (30) days from receipt of notice of a determination by the NFPT Certification Council that a candidate/certificant has been found in violation and disciplinary action will be taken, the affected candidate/certificant may submit to the NFPT Certification Council in writing a request for an appeal. Complete appeals procedures are included in the Discipline and Complaints policy of the NFPT Certification Handbook.