



## **Policy for Submission of Complaints about a CSIA Certified Integrator**

The intended purpose of this policy is to provide guidelines for managing a complaint about a CSIA Certified integrator.

The Control System Integrators Association (CSIA) provides Certification to those of its members who pass a Certification Audit. The Audit screens members for their compliance with certain best practices in the industry.

CSIA does not monitor certified members on an ongoing basis. Additionally CSIA does not take any responsibility for the actions or guarantee the performance of its certified members.

The following steps are suggested for those doing business with a CSIA Certified member who may be disappointed with its performance.

1. Discuss the problem directly with the person with whom you are disappointed. This may be a project manager, control system engineer, programmer, field supervisor or business development person. Be specific about what you expected, why you expected it, and why you are disappointed. Refer to contract documents that described project requirements, specifications, deliverables and outcomes.
2. Request a copy of the integrator's complaint management policy for any escalation procedure that may be available to guide you and the integrator through the process.
3. Describe your complaint to the integrator. Include the steps already taken. We recommend doing this in writing followed by face-to-face meetings or phone conversations.

CSIA is committed to the continuous improvement of its members and welcomes any feedback. This feedback can be sent to the CSIA Executive Director ([execdir@controlsys.org](mailto:execdir@controlsys.org)).

CSIA does not have a mechanism to retract Certification. However, a Recertification Audit is required every three years.

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