



304-390-5730



MILTON, WV

CRANEEDGE.COM

2115 US Route 60 East, Milton, WV 25541

Crane Edge Administrative Complaints Policy

Crane Edge is committed to a policy of courteous, fair, and efficient interactions with all program participants. Nevertheless, from time to time, individuals may have complaints of an administrative nature involving dissatisfaction with Crane Edge services or the conduct of a Crane Edge employee. Crane Edge recognizes that such complaints can stimulate organizational improvements. When administrative complaints are received, Crane Edge endeavors to handle them as opportunities for improvement.

In the first instance, whenever appropriate, individuals are encouraged to discuss their concerns with Crane Edge staff to resolve the matter directly. In cases where a reasonable resolution cannot be reached, individuals may wish to lodge a formal administrative complaint under this policy.

What is an Administrative Complaint?

Administrative complaints may include, without limitation, Crane Edge staff failing to adhere to published policies or procedures, not responding to inquiries in a timely manner, unprofessional conduct by a Crane Edge employee, or other issues.

However, not all complaints are administrative. For further clarification, please review the descriptions below before registering your administrative complaint.

- **Program Integrity.** To lodge a complaint regarding a Crane Edge Program Participant (Hands on Trainer, Practical Examiner, etc.), contact Rickie Maynard at Rickie@Craneedge.com.
- **General Feedback.** For general feedback, suggestions, or comments other than complaints, please contact Rickie Maynard at Rickie@Craneedge.com.

- **Administrative Complaints.** For complaints of an administrative nature involving dissatisfaction with Crane Edge services or the conduct of a Crane Edge employee, as defined above, please proceed with the procedures below.

Lodging an Administrative Complaint

If an issue cannot be resolved informally and you wish to file a formal administrative complaint, it should be done within two weeks of the incident or occurrence. Formal administrative complaints must be submitted in writing via email to Matthew Cremeans at Matthew@Craneedge.com or postal mail to the following address:

Crane Edge LLC
2115 US Route 60 East
Milton, WV, 25541

Administrative complaints must include the following information:

- Complainant's name, address, phone number, and email address
- Nature and details of the complaint
- Sufficient information to allow for an investigation and response

Procedures for Handling Administrative Complaints

It is the policy of Crane Edge to respond to complaints in an equitable, objective, and unbiased manner, and to process them in a constructive, impartial, and timely manner.

Upon receiving a complaint, Crane Edge determines whether the complaint relates to training/testing activities for which it is responsible. Whenever possible, Crane Edge will acknowledge receipt of the complaint and will keep the complainant reasonably informed regarding progress of the complaint. To the extent possible, personal information related to complaints is kept confidential.

Crane Edge General Manager Matthew Cremeans is responsible for managing, gathering, and verifying all necessary information to validate an administrative complaint. As appropriate, an administrative complaint may be escalated or referred to an appropriate governing body within Crane Edge. In other cases, a complaint may be referred to Crane Edge staff.

Whenever possible, Crane Edge will provide formal notice of the outcome of the complaint to the complainant at the end of the complaints-handling process, generally within 30 days. The decision to be communicated to the complainant will be made by, or reviewed and approved by, personnel not previously involved in the subject of the complaint.