



# Quality & Feedback Policy

IADC is committed to ensuring that its accredited training providers offer quality instruction and adhere to high standards of conduct. One of the ways we can continue to improve our accreditation programs and processes is by listening and responding to the views of training participants. IADC wishes to ensure that:

- The process for providing feedback is as simple as possible.
- You can expect IADC will treat feedback regarding accredited training providers with confidentiality and professionalism.
- Depending on the severity of the feedback, or urgency of a complaint, IADC will investigate, collect information, and ensure all sides have an opportunity to provide evidence before taking appropriate action.
- Accredited training providers may also receive feedback and use it to improve the quality of the instruction they provide.

## **Regarding Certificate Issuance:**

Be aware that Training Providers are required to give an official IADC certificate to all trainees who successfully complete an IADC approved course. The training provider must provide the trainee with the certificate immediately upon successful completion of the course's assessment(s).

It is the responsibility of each trainee to verify the certificates they receive. To verify, please scan the QR code printed on the certificate and confirm that it directs you to the official **IADC.ORG** verification page and that the website information is correct and matches what is on the certificate. Alternatively, you may verify your certificate through the IADC.org website in the certificate section for the course's associated program.

If you were not issued a valid official IADC certificate upon successful completion of an IADC approved course, or if you believe you have experienced fraud, please contact IADC to report it. IADC will do its best to keep your information anonymous however please understand that, depending on the situation, it may not be possible for IADC to both act on reported information and keep it completely anonymous.

## **How to contact IADC:**

Please provide sufficient detail concerning your course experience to permit IADC to collect further information as needed (e.g., course name, date and location of training, instructor, training provider). Your contact information is optional but will assist IADC if follow-up communications are required. Understand the IADC may not be able to take action(s) if sufficient evidence is not provided.

Fill out the Feedback Page on the IADC.org website.

<https://www.iadc.org/accreditation/feedback/>

Or by:

<b>Visit:</b>	IADC Headquarters 3657 Briarpark Drive Suite 200 Houston, TX 77042 USA	<b>Phone:</b>	+1 713.292.1945
		<b>Fax:</b>	+1 713.292.1946
<b>Write:</b>	Attn.: QA/QC Dept.	<b>Email:</b>	<a href="mailto:quality@iadc.org">quality@iadc.org</a>