



## **ABCGH Grievance Policy**

### **Schools Training Division**

Trainees/Students should follow these steps for making an inquiry about completed modules that are not listed in the NCCER Registry.

Step One: Go to <https://www.nccer.org/myncceer/secure/dashboard/registry-system>, click on Online Verification, and enter NCCER Card Number to verify their completed modules are listed in the Registry. If modules appear to be missing, go to Step Two.

Step Two: For modules not listed in the Registry, inquire with the instructor to research the status of the completed modules. If the issue is not resolved with the instructor, go to Step Three.

Step Three: For modules not listed in the Registry, inquire with ABCGH, Accredited Training Sponsor, at 281-478-3900 to research the status of the completed modules with the instructor. If the issue is not resolved with the Accredited Training Sponsor, go to Step Four.

Step Four: If the inquiry is not resolved with the Accredited Training Sponsor, the trainee/student may submit a letter of inquiry to the NCCER. A copy of the letter must be submitted to ABCGH, Accredited Training Sponsor. The NCCER must respond to the trainee and ABCGH Accredited Training Sponsor within 60 days of receipt of the letter. The NCCER's decision is final.

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