

## Intent

The purpose of this policy is to outline the process for submitting and reviewing complaints related to certification matters under the authority of the National Registry of Emergency Medical Technicians (National Registry). This policy ensures transparency, fairness, and consistency in handling certification-related concerns.

## Scope

This policy applies exclusively to complaints concerning **certification issues** administered by the National Registry. Complaints outside this scope—such as employment disputes, patient care, social media usage, or licensure concerns—will not be addressed by the National Registry.

## Definitions

**Complaint:** A formal expression of concern regarding National Registry certification-related matters.

**Certification:** Verification that an individual has met the competency requirements established by the National Registry.

**Licensure:** Legal authorization to practice, granted by a state or other designated authority.

Note: The National Registry **does not issue licenses to practice**. Individuals with concerns regarding licensure must contact the appropriate state or other designated authority.

## Policy

### Filing a Complaint

Candidates or certified Clinicians who wish to file a complaint must notify the National Registry within thirty (30) days of the event(s) that prompted the complaint. To begin the process, individuals are required to submit a personal statement detailing the nature of the complaint along with any relevant supporting documentation. Complaints should be sent via email to [Complaints@NREMT.org](mailto:Complaints@NREMT.org). Upon receipt, the National Registry will provide confirmation of the complaint within five (5) business days.

## Complaint Process

The National Registry treats every individual who utilizes the complaint procedure with courtesy and respect. All complaints are managed promptly and confidentially. Typically, complaints are investigated and resolved within thirty (30) business days. If there are any delays, the National Registry will provide updates on the status of the investigation. All documentation and information submitted as part of the complaint will be handled in accordance with the National Registry Privacy Policy.

## Rationale

The National Registry exists to maintain high standards for EMS certification and protect the integrity of the certification process. Complaints related to certification must be addressed promptly and fairly to uphold public trust and ensure compliance with established policies. Licensure, however, is a separate legal function managed by state or jurisdictional authorities. Clearly distinguishing between certification and licensure responsibilities prevents confusion, directs individuals to the appropriate authority, and ensures that complaints are resolved by the entity with proper jurisdiction.

## Related Policy and Procedures

Disciplinary Actions

Appeals

## References

Institute for Credentialing Excellence (I.C.E). (2021). NCCA accreditation standards.

- Standard 6: Information for Candidates
- Standard 9: Records Retention and Management Policies

## Document History

2017-07-11 Approved by the National Registry Board of Directors (v1)

2026-03-31 Ratified by the Assessment Committee (v2)

# Complaints Policy

Document No.: 81.08  
Issue No.: 1

Revision: 02

Effective Date:  
7/12/2017

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