



COMPLAINTS AND DISCIPLINARY ACTION POLICY

National Federation of Professional Trainers, NFPT
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For examination and certification policy details related to NFPT Certified Personal Trainer (CPT) course development, policy and procedures, and/or complaints and disciplinary processes, visit www.nfpt.com/certification/terms-and-conditions to review the *NFPT Personal Trainer Certification Handbook*.

NFPT Review Process and Disciplinary Action for Non-Compliance

The NFPT Certification Council will review and take appropriate action on all such complaints and/or potential codes of conduct breaches of that of its certified personal fitness trainers and test candidates. NFPT Certification will serve to protect the interests of fitness training consumers who receive service from NFPT certified trainers. NFPT Test Candidates and NFPT Certified Trainers (herein referred to as 'Members') are expected to be representative of NFPT professional and ethical standards as expressed directly in NFPT Codes of Conduct.

Complainants are not entitled to any relief or damages by virtue or result of this process, however, an NFPT Member who displays unethical or unprofessional behavior and/or is found to be in violation of NFPT's Codes of Conduct may have his/her eligibility status or existing credential suspended or revoked at the authority of the NFPT Certification Council.

Definitions

- **Suspension** = a temporary hold status of test candidate eligibility, current certification, or recertification eligibility until which time resolution can be made by NFPT Certification Council based on the collection of all relevant data and documentation of the incident. Suspension status for further NFPT Council review does not affect certification expiration dates or test candidate eligibility dates; original expiration dates for both exam and recertification eligibility will apply. NFPT Certification has authority to change "suspension" status to "revoked" status if determined that NFPT Member cannot provide supporting documentation within a reasonable amount of time or if an alleged violation is substantiated.
- **Revocation** = the cancellation of test candidate eligibility, revocation of current certification status, or recertification eligibility. For current certificants, NFPT credential is immediately revoked and recertification not granted. For test candidates, exam eligibility is immediately revoked. NFPT Certification Council may act to:
 - Require a period of one year from revocation upon which test candidate eligibility status may be awarded in accordance with professional standards for eligibility in effect at any time. Re-application and all subsequent test and administrative fees apply.
 - Revoke certificant status and test eligibility permanently. No re-application opportunity is provided.

Depending on severity of complaint and information needed to effectively investigate the complaint, NFPT Certification Council may contact and/or rely on evidentiary information as provided by the complainant, the NFPT Member who is the subject of the complaint or his/her employer, or any such individual who may have knowledge of the facts surrounding the complaint and/or supporting NFPT records data, this includes the NFPT Testing Vendor security/investigative representative. NFPT Certification Council has full authority over such matters and will act in accordance with disciplinary policy described herein, resulting directly from any such substantiated breaches of [NFPT Codes of Conduct](#).

All complaints must be submitted in writing via the NFPT Complaint Form that is published on the NFPT web site at www.nfpt.com/contact-us. The Complaint Form may also be provided in PDF or mailed in hardcopy by request. NFPT Certification will maintain full confidentiality of all personal and contact information of

complainant (including first and last name, address, phone number/s/, email, employer information).

Anonymous complaints are accepted, however these are more difficult to substantiate and may not allow Certification Council investigations to proceed effectively and conclusively. Complaint Forms are sent to NFPT Certification Coordinator for verification of complete and accurate information, additional information may be required. NFPT Certification Coordinator will notify the complainant within 5 business days of receipt of Complaint Form to inform complainant of acceptance, rejection, or a request for more information regarding complaint. This notification will include a complete copy of this Complaints and Disciplinary Action policy.

Upon the acceptance of a complaint, based on sufficient evidence, the NFPT Certification Coordinator, at the full authority of the Certification Council, will:

1. Notify the NFPT Member of the nature of the complaint, directly referencing the alleged action to the specific code of conduct which has been allegedly violated. The identity and all personal and contact information of the individual who submitted the complaint will remain confidential.
2. Provide a deadline for response within the alleged violation notification. The NFPT Member will have thirty (30) days following the date of the initial complaint notification to respond to complaint. Exceptions can be made on a case by case basis whereby more time is provided; however, contact must be made within 30 days of notification to include the reason for requesting a time extension.

The NFPT Certification Council will oversee a complaint investigation. NFPT Certification Coordinator will be the point of contact for notifications and communications by and between the complainant, the NFPT Member, and the NFPT Certification Council.

3. Investigate complaint details using all available resources as needed and applicable to the complaint (this may include investigative participation by NFPT Certification Council members, NFPT Testing Vendor security/investigative representative, complainant, NFPT Member and his/her employer, third parties, administrative data, or social media outlets)
4. Review complaint investigative and supporting documentation, to include the information provided in rebuttal by the test candidate/certificant, in order for the Certification Council to make an actionable decision.
 - *If the accused NFPT Member does not respond* to complaint in the allotted period of time, and/or does not provide request for a time extension, NFPT Certification Council may act against the NFPT Member's status to suspend temporarily until which time the NFPT Member can provide rebuttal and any such documentation or supporting evidence for Council consideration; or the Council may revoke NFPT Member's status permanently at the Council's discretion.

NFPT Certification Council will convene regarding said complaint during its next scheduled meeting, or within 30 days after the NFPT Member has/has not responded to the initial complaint. NFPT Member will be notified of the decision and any action taken by the Council within fifteen (15) days following the Certification Council's meeting.

NFPT Certification may act in one of the following ways:

Dismiss the Complaint: based on insufficient merit and/or insufficient evidence/supporting documentation

Determine Legitimate Complaint: with no degree of severity that warrants disciplinary action. Complaint is notated in NFPT Member record as historical consideration for any future allegations

Suspend Status: until which time more information can be provided by the NFPT Member

Determine Severity of Complaint: findings result in the revocation of NFPT Member status, no refund or other reimbursements provided

In cases where NFPT Certification Council makes a determination that a violation has occurred and acts to enforce disciplinary action, the NFPT Certification Council Chair may also provide written notification to the complainant and to the employer of the individual who is the subject of disciplinary action (when employer can be identified, when it is applicable, and when notification acts to further protect fitness service consumers).

Individuals whose certification status has been revoked or suspended, will be notified and expected to immediately remove all NFPT certification related information from his/her marketing literature and other forms of promotional material that is used for employee/contracting purposes, in accordance with NFPT's [Conditions of Use for NFPT Certified Personal Trainer Designation](#), and will be immediately removed from NFPT's Certified Personal Trainer online registry. NFPT Certification Council acts to assure the integrity of the NFPT Brand and validity of the Certified Personal Trainer Registry.

This is the complete Complaints and Disciplinary Action policy which provides the outcomes which may result from actions taken by the NFPT Certification Council.

Appeals

Within thirty (30) days from receipt of notice of a determination by the NFPT Certification Council that a NFPT Member has been found in violation and disciplinary action will be taken, an appeal may be conducted by request. Submission, in writing, to the NFPT Certification Council for an appeal request will initiate appeal procedures. Complete appeal procedures are included in the NFPT [Certification Handbook](#).