



CMLA Policy

Title: Suggestion/Grievance Policy

Purpose: It is recognized that individuals and/or motion laboratories may have suggestions, grievances, or other feedback that needs to be offered to the CMLA. These suggestions/grievances should not be related to concerns regarding accreditation status but are offered in order to improve upon the services offered by the CMLA.

Policy:

1. Only electronically submitted suggestions/grievances will be accepted and must be submitted on-line at www.cmlainc.org. Suggestions/grievances should be entered as a bulletin board entry in the discussion forum associated with the user's login.
2. At the present time CMLA does not have the ability to accept anonymous suggestions/grievances. If an individual wishing to file a suggestion/grievance does not currently have a login for the CMLA website, follow the link labeled "register first" on the application portal to request a login. Be sure to enter sufficient information so that the login can be validated, and indicate you wish to file a suggestion/grievance.
3. CMLA will acknowledge receipt of all suggestions/grievances within five (5) business days and provide a date when contact will be made, the name of the investigating director and feedback log number.
4. All suggestions/grievances will be recorded, tracked, investigated and brought to a conclusion within thirty (30) business days after it/they are logged.
5. Upon conclusion of the suggestion/grievance investigation the person posting the suggestion/grievance will be informed about the outcome, recommended corrective action (if one is necessary) and action steps. This information will be provided as an online posting in the users discussion form. A formal written response from the CMLA President can be provided upon request.