



Quality Statement & Comment Policy

Dear Training Participant:

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 making a comment is as simple as possible.
- We treat any unfavorable comment regarding accredited training providers seriously.
- We respond in the right way – for example, we investigate, collect further information, and are certain we understand all sides of a situation before taking appropriate action.
- We learn from comments received and use them to improve the quality of the accreditation program.
- Accredited training providers learn from comments received and use them to improve the quality of the instruction they provide.



How do you make a comment?

You may comment in person, in writing, by fax, by e-mail, by telephone, or through a form on the IADC website through the addresses listed below.



Send your comments to the Director – Quality Assurance/Quality Control.

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.



How to Contact IADC:

In Person:	IADC Headquarters 10370 Richmond Ave., Suite 760 Houston, TX 77042 USA
In Writing:	IADC Attn.: Director – QA/QC PO Box 4287 Houston, TX 77210-4287 USA
By Fax:	+1.713.292.1946
By Telephone:	+1.713.292.1945
By E-mail:	<i>quality@iadc.org</i>

