



WellCAP 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 system is by listening and responding to the views of training participants. IADC wishes to ensure that:

1. making a comment is as easy as possible
2. we treat any unfavorable comment regarding accredited training providers seriously.
3. we will respond in the right way – for example, with an investigation, an explanation, or collection of further information before taking appropriate action.
4. we learn from comments received and use them to improve the quality of our accreditation program.
5. our 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 can 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.

Please provide sufficient detail concerning your course experience to permit IADC to collect further information as needed (course date, location, training provider, etc.) Your contact information is optional, but will assist IADC if follow-up communications are required.

In Person:	IADC Headquarters 10370 Richmond Ave., Suite 760 Houston, TX 77042 USA	
In Writing:	Western Hemisphere: IADC PO Box 4287 Houston, TX 77210-4287 USA	Eastern Hemisphere: PO Box 1430 6501 BC Nijmegen, The Netherlands
By Fax:	Western Hemisphere: +1-713-292-1946	Eastern Hemisphere: +31-24-360-0759
By Telephone:	Western Hemisphere: +1-713-292-1945	Eastern Hemisphere: +31-24-675-2252
By e-mail:	<i>training@iadc.org</i>	
Website:	<i>www.iadc.org/wellcap/comments.htm</i>	