

## **POLICY**

ICHCC has established this Policy and Procedure to receive, evaluate and make decisions on appeals.

ICHCC has established a standardized appeals-handling process to ensure a constructive, impartial, and timely manner outcome.

ICHCC has included an overview of the appeals-handling process on the website.

ICHCC is responsible for all decisions at all levels of the appeals-handling process.

ICHCC has segregated the roles of personnel engaged in the decision-making process from those involved in the appeals-handling process as shown below.

- Decision-Making Process: Business Operations Administrator
- Appeals-Handling Process: President and Impartiality Committee

## **PROCEDURE**

### **Confirm the Receipt of the Appeal**

Candidates and certificants (“individual”) that want to challenge a decision as an outcome of the certification process or complaints-handling process must fill out the Appeals Form and submit within one (1) month together with the payment of the appeal fee from the date of formal notice of the decision.

Upon evaluating the completeness of the Appeals Form, the President should confirm the receipt of the appeal within two (2) days as applicable and inform the individual that the appeals-handling process takes time up to one month and a half.

### **Validate and Investigate the Appeal**

The President should validate and investigate the appeal based on the information provided in the Appeals Form and a tracking report from the related processes (certification or complaints-handling) within seven (7) days from the receipt of the appeal.

The President should document an overview of this process and proposed resolution(s) and prepare the Impartiality Committee for the Appeals Meeting. The President should inform the committee members on the meeting at least (2) weeks in advance and provide the appeal overview for consideration.

### **Evaluate and Decide on the Appeal**

The members of the Impartiality Committee should evaluate the appeal based on the document submitted by the individual and the President. The Appeals Meeting should take place within three (3) weeks from the receipt of the appeal.

The Impartiality Committee should decide on the appeal resolution by (a) taking into consideration the proposed resolution by the President or (b) amending (a) or (c) proposing a new resolution to the President. The outcomes of this meeting should be included in the Impartiality Committee Meeting

The President should evaluate the outcomes of the Appeals Meeting, render the final resolution on the appeal and inform the committee members on it. If further discussions are necessary, the President should invite the committee members for a meeting and document the outcomes of the meeting in the Impartiality Committee Meeting (as applicable). The latter activity should take place within one (1) week from the receipt of the Committee resolution.

### **Communicate the Appeal Outcome**

The President should communicate the appeal outcome to the individual in writing (“formal notice”). The formal notice should be sent to the individual within four (4) to (5) weeks from the appeal submission date.

The President should record the outcomes of all steps of the appeals-handling process in the Appeals Management Inventory for tracking purposes.

### **SUPPORTING DOCUMENTS**

- Appeals Form
- Appeals Management Inventory