



POLICY 9 – APPEALS PROCEDURE AND COMMITTEE OVERVIEW

CCI receives (in writing) appeals to contest any adverse decisions affecting examination eligibility (for applicants), examination results (for candidates), or active status (for credential holders). Appeals must be submitted within 30 days of adverse decision. The written appeal must include the stated appeal, the reason for the appeal, relevant supporting documentation, and contact information of the appellant. This appeals process shall not address any failures to pass any CCI examination, nor include any challenges to individual examination questions, answers or failing scores.

I. OVERVIEW OF COMMITTEE PURPOSE AND RESPONSIBILITIES

The Appeals Committee is responsible for reviewing requests for appeals of decisions of denial of eligibility, denial of renewal, and failure on the examinations. The Appeals Committee must ensure the avenues of due process are provided to individuals requesting an appeal.

II. COMPOSITION

The Appeals Committee shall be composed of no less than five (5) members who are Registrants in good standing, and shall be appointed by the Committee Chair. The Chair of the Appeals Committee shall be the President-Elect, who also serves as the Executive Examination Chair.

III. PURPOSE AND RESPONSIBILITIES OF THE APPEALS COMMITTEE

1. Assure the fair review and disposition of requests for appeals of decisions related to denial of eligibility, denial of renewal and failure on the examination.
2. Communicate with appropriate representatives of CCI regarding each request for an appeal.
3. Communicate the findings of an appeal with the individual who has filed the request for an appeal.

IV. QUALIFICATIONS OF THE APPEALS COMMITTEE



1. Knowledge of CCI policies and procedures related to the granting and renewing a CCI credential;
2. Knowledge of CCI's policies on due process;
3. Knowledge of the eligibility requirements and causes for denial of applications for the CCI credentials;
4. Knowledge of the renewal requirements and causes for denial of renewal applications;
5. Knowledge of due process for candidates who fail the examination. Members of the appeals committee must work with the Chair of each exam committee to resolve matters related to allegations of erroneous examination questions.

V. SCOPE OF AUTHORITY

The decisions of the Appeals Committee shall be final. The Appeals Committee shall not serve as the body to hear requests for appeals related to decisions made by the Ethics and Disciplinary Committee. The Appeals Committee shall seek input and expertise from the respective Examination Committees regarding requests for an appeal relating to failure of the examination. With exception of the Chair of the Appeals Committee, the Appeals Committee shall not have access to proprietary examination information such as test questions and shall accept the findings of the Examination Committees in matters related to challenging examination results.

Any CCI staff member or member of the appeals committee who has authority to take, direct others to take, recommend, or approve any actions shall not with respect to such authority shall not take any discriminatory actions against the appellant.

VI. PROCEDURE

Written appeals are reviewed to determine reason for requested appeal. A Senior Member of the CCI staff reviews appeal and uses discretionary authority to approve, deny, or refer appeal to Appeals Committee.



All appeals will be responded to within 10 business days to acknowledge receipt, status, or further steps / actions required by CCI's Appeals Committee.