	AI CERTS	Approved By: Mr. Chintan Dave
	Appeals	Certification Director
Date: 8 th Jan 2024		

AI CERTS Appeals Policy

AI CERTS ensures transparency and fairness in its certification processes. Candidates who wish to raise an appeal related to decisions, exam processes, or certification issues may do so through our formal appeals process. An Appeals and Complaints Officer, reporting to the Manager for Quality & MIS, will work on resolving the issues raised in any appeals. Candidates must complete the **AI CERTS Appeal Form** and attach supporting evidence, where applicable.

Appeal Process Explained

1. Submission of Appeal

- The candidate submits a duly completed **Appeal Form** with supporting evidence (if applicable).

2. Acknowledgment of Receipt

- The Appeals & Complaints Officer acknowledges receipt of the appeal form. The Communication Officer then sends an email notification to the candidate within 72 hours of receiving the appeal.

3. Verification of Appeal

- The Appeals & Complaints Officer verifies the validity of the appeal. If the appeal lacks merit, it is closed, and the decision is communicated to the candidate through the Communication Officer.

4. Investigation of Valid Appeals

- If the appeal has merit, the Appeals & Complaints Officer conducts a thorough investigation with the concerned parties.


5. Review of Findings

- The findings from the investigation are forwarded to the Manager for Quality & MIS and the Director of Certification.

6. Final Decision

- Based on the investigation, the Director of Certification makes a final decision and provides instructions for any actions to be taken.

7. Communication of Decision

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- The final decision is sent to the Communication Officer, who will inform the candidate via email, including any follow-up actions required.

8. Timeline

- AI CERTs will provide the appeal results within 30 days of receiving the candidate's appeal request.

Banned Candidate Appeal Process

Banned candidates are entitled to appeal once. To do so, they must submit the **Appeal Form** within 90 days of the ban date, including their examination details and any supporting documents. AI CERTs will complete a thorough investigation, following the appeal process, within 30 working days. The final decision is irrefutable and will be communicated to the candidate.

Suspended Candidate Appeal Process


Candidates whose certification has been suspended due to non-compliance may appeal by submitting the **Appeal Form** to AI CERTs within 90 days of receiving the suspension/revocation notice. The appeal should include details of the non-compliance and supporting documents. Appeals submitted after 90 days will not be reviewed.

No Discriminatory Actions

The submission, investigation, and decision-making process for appeals will not result in any discriminatory actions against the appellant. If the appeal concerns an RCCE exam, the appeal request must be submitted within 7 calendar days from the exam date. For all other appeals, submissions must be made within 60 calendar days of AI CERTs' written decision.

Further Appeals

If a candidate wishes to appeal the decision on an already made appeal, the issue can be escalated to the AI CERTs President for a second review. The President's decision will be final.

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Version History				
Version	Date	Description of Changes	Policy Title/Section Updated	Notes
V1.0	8 th Jan 2024	Initial Copy	Appeals	NA