



**1. Purpose**

To describe the course of action to be taken in the event of any disagreement with respect to the applicant results

**2. Scope**

This is mainly applicable when the problem is found internally.

**3. Definition / Terms**

Appeals arise when a client is not satisfied with a decision that has been made related to an assessment or other decisions. In general, an appeal is a process for requesting a formal change to an official decision or reconsideration of the decision.

**4. Responsibility**

- Appeals resolution committee.

**5. Procedure (Process Flow)**

**Appeals and exception process**

- The appeals process of INFS is handled by the **Appeals Resolution Committee**.
- The appeals resolution committee will investigate, validate, and verify the appeals to decide on the acceptance on the appeal within 24 to 48 hours of receiving the appeal.
- Appeals can be raised by the applicants if they do not agree with the decisions made by the certification body regarding their scoring in the examination.
- The appeal must be made within 15 days from the date of declaration of results.
- The applicants can make an appeal to the appeals resolution committee by filling the appeals form available in the handbook.
- The appeals will be resolved within 7 working days from the date of raising the appeal.
- The records related to the appeals are maintained and tracked in the sheet (Details of appeals form)
- The appeals committee ensures that the examiner involved in the assessment is not a part of the resolution discussion to maintain

impartiality.

- The certification board also reviews decisions made on appeals on a quarterly basis.
- By raising an appeal, the applicant acknowledges that the decision of the appeals committee will be considered final.
- An applicant cannot raise an appeal for the examinations that he/she has already raised an appeal for previously. The appeals form needs to be filled separately for each appeal the applicant wishes to raise. No disciplinary actions will be taken against the appellant based on the submission, investigation, and decision on appeal.
- The Appeals Resolution Committee will maintain a record of the reasoning of why the decision had been made, after the acceptance of the appeals resolution committee decision. The formal communication is sent to the appellant on the closure of the appeal.