Appeals Policy

Appeals Submission
Appeals shall be submitted in writing via postal mail or e-mail to the Certification Director within 30 calendar days of the exam. Written appeals may be mailed to:

Certification Director
IAPP
Pease International Tradeport
75 Rochester Ave., Suite 4
Portsmouth, NH 03801

Written appeals may also be submitted to certification@privacyassociation.org.

Appeals shall include:

- Name of appellant
- Postal address of appellant
- E-mail address of appellant
- Telephone contact number(s) of appellant
- Exam Taken
- Exam Location
- Exam Date
- Reason for Appeal
- Relevant supporting materials
- Outcome Desired

Initial Acknowledgement and Review
The IAPP Certification Body will, within five days, acknowledge receipt of and provide an initial review of the appeal. The response will be either:

Appeal Delayed to provide the IAPP Certification Body 30 days to gather further information, at which point the appeal will either be forwarded to the Appeals Board or the appellant will be notified that there is insufficient information to hear the appeal.

Appeal forwarded to the Appeals Board. A description of the appeals process will be included.
Appeal Review and Determination

Appeals forwarded to the Appeals Board will be considered at the next regularly scheduled meeting of the Board or within 60 days, whichever comes first. The function of the Appeals Board in a given case is to review the decision being appealed based on the record that was before the IAPP Certification Body or its representative at the time of the determination. Members of the Appeals Board will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest. The Appeals Board or its representative will notify the Certification Director and Certification Exam Manager who will notify the appellant of the decision within 14 days from the Appeals Board determination. The Appeals Board shall respond in one of three ways:

- Grant the appeal and remedy sought
- Grant the appeal and give remedy it deems appropriate
- Deny the appeal

Appeals Board hearings are not public and will be conducted under Roberts Rules of Order.

Appeal Determination Impacting Others

Should the Appeals Board grant an appeal on an issue that impacts the eligibility status or examination scores of other candidates, a review or rescoring of all those potentially impacted will be automatically conducted. The Certification Director will notify the any affected candidates or certificants of the review or rescoring and final decision within 60 days of the decision.

Second Level Appeal

The appellant has 30 days from receipt of the Appeals Board determination to file a written appeal with the Certification Advisory Board. The written appeal must include the stated appeal, date on which the decision was rendered, the reason for the appeal (including relevant supporting materials), and appellant's day phone number.

Second Level Appeal Review and Determination

The appeal will be considered at the next regularly scheduled meeting of the Certification Advisory Board. Members of the Certification Advisory Board will recuse themselves from the appeal consideration if there is any reason for which impartiality might reasonably be questioned or there is actual or apparent conflict of interest.

The Certification Advisory Board will only review whether the determination of the Appeals Board was inappropriate because of 1) material errors of fact or 2) failure of the Appeals Board to conform to the published criteria, policies or procedures. Only facts leading up to and including the time of the Appeals
Board determination will be considered during an appeal. The appeal will not include a hearing or any similar trial-type proceeding. The Certification Advisory Board’s determination will be final.

The Certification Advisory Board’s staff liaison will notify the appellant of the decision within 14 days of the determination.

**No Discrimination against Appellant**
There will be no discriminatory action against the appellant.