

## Policy Exception Request or Complaint

---

Submitting a *Policy Exception Request* serves as an opportunity to request an exception be retroactively made to an IAPP policy, and the enactment of the policy be reversed. Alternatively, this form may serve as a platform for candidates to submit their comments or concerns regarding their experience during the certification process.

As the IAPP is an [ANSI accredited organization](#) we are required to strictly adhere to our established policies and procedures to ensure a fair and secure certification program.

If you have extenuating circumstances that you feel should result in an exception being made to our standard policies as outlined in the [Certification Candidate Handbook](#) and [CPE Policy](#), your case can be considered for a retroactive exception and potential reversal of the outcome.

Please complete and submit this form to the Customer Support Representative that you have been working with. If you do not yet have a customer support contact at the IAPP, you may submit the form to [certification@iapp.org](mailto:certification@iapp.org).

---

Name: \_\_\_\_\_ Email: \_\_\_\_\_

Exam/Certification: \_\_\_\_\_ Date: \_\_\_\_\_

**Requested Action:**

- ☐ Exam extension
- ☐ Complimentary exam attempt.
- ☐ Reversal of suspension/revocation.
- ☐ No action requested beyond formal acknowledgement and submission to official records.

**Statement:**

---