

Appeals Policy

Submitting a Certification Candidate Appeal form serves as an opportunity appeal a decision made against a certification candidate, as mandated by [ANSI ISO Standard 17024:2012](#).

As the IAPP's certifications are awarded based solely on exam results rather than a subjective application process, appealing a decision can take one of four forms:

- Appeal of scoring – Customer requests that the score calculated by the automated system be manually reviewed for accuracy.
- Appeal of content – Customer requests that a specific exam question be reviewed for inaccurate information.
- Appeal of status – Customer requests an investigation into how the suspension and revocation process was applied to their certification.
- Appeal of treatment – Customer requests a review of allegedly unfair or discriminatory treatment during the certification process.

Submission

Candidates must submit the completed Appeal Form, found below, within 30 days of receiving their exam results. The form must contain:

- Candidate's name
- Candidate's email address
- Designation of the exam in question
- The date the exam was attempted
- The type of appeal requested (scoring or content)
- Statement of appeal – details of the request

The completed form can be submitted to the Customer Support Representative that the candidate has been working with. If they do not yet have a Customer Support contact at the IAPP, they may submit the form to certification@iapp.org.

Review

Upon receiving the completed appeal form, the Customer Support Representative will provide it to the Certification Team for review. Should the appeal include concerns about specific exam content, the Certification Team may loop in the Appeals Board for additional support. 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. 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. Appeals Board hearings are not public and will be conducted under Roberts Rules of Order.

Decision and Impact

An official decision on the appeal will be conveyed to the candidate via email, either via a Customer Support Representative or a member of the Certification Team, within 30 days of submission. Should the appeal be forwarded to the Appeals Board, a decision may take additional time.

Should the candidate wish to challenge the results of the appeal, they must submit a second appeal form within 30 days of the initial decision. The second appeal can only be considered due to either:

- Material errors of fact.
OR
- Failure of the Appeals Board to conform to the published criteria, policies, or procedures.

Outside of either of the above cases, the decision made by the Certification Team and Appeals Board is final.

Should the decision made impact the eligibility status or exam scores of other candidates, a review or rescoring of those potentially impacted will automatically be conducted. Affected candidates will be notified of the decision and rescore within 60 days of the decision.

Statement of Non-Discrimination

There will be no discriminatory action against any candidate appealing exam results.

Certification Candidate Appeal

Submitting a Certification Candidate Appeal form serves as an opportunity appeal a decision made against a certification candidate, as mandated by [ANSI ISO Standard 17024:2012](#).

Since the “decision” to award an IAPP certification is based solely on exam results rather than a subjective application process, appealing can take one of four forms:

- Review of exam scoring – The automatic scoring of the candidate’s exam will be reviewed manually to ensure all answers were marked correctly and the overall score is accurate.
- Review of specific exam content – The candidate can present a specific exam question that they believe contains inaccurate information. If the IAPP finds any exam question(s) you have challenged to be faulty or flawed the exam will be updated. If the IAPP finds that results of your exam were affected by the faulty or flawed question(s), a new score may be calculated as well.
- Review of status – The candidate can present a case as to how the suspension or revocation process was applied unfairly against them.
- Review of treatment – The candidate may raise concerns of targeted unfair treatment that prevented the certification process from operating as intended. Please note that the strict enforcement of testing and maintenance policies does not qualify as discriminatory or unfair treatment.

Please complete this form with details of your request and submit 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.

Name: _____ **Email:** _____

Exam: _____ **Date of exam:** _____

Request: ☐ Review of exam scoring ☐ Review of specific exam content
☐ Review of suspension or revocation ☐ Review of treatment

Statement: