

APPEALS POLICY

A) Submission

Appeals shall be submitted in writing via postal mail or email to the Certification Manager **within 30 calendar days of the exam**. The Appeals Form is located on the website at www.iti.com/chia-appeals.

Please submit by Email to:
jennifer.wyman@iti.com

Or by Postal mail to:
Industrial Training International | Attn: Appeals |
9428 Old Pacific Highway | Woodland, WA 98674

B) Appeals Information

Appeals shall include:

- Name of appellant
- Postal address of appellant
- Email address of appellant
- Telephone contact number(s) of appellant
- Exam Taken
- Exam Location
- Exam Date
- Reason for Appeal (*If appeal regards a specific item, appellant shall include as much information about the item as can be recalled.*)
- Outcome Desired

C) Initial Acknowledgment

Receipt of an appeal will be acknowledged within five business days by the Certification Manager. The acknowledgment will include at a minimum:

- Copy of the appeal
- The appeals process
- A deadline for initial response to the appeal

D) Initial Review & Response

Appeals received shall be reviewed by the Appeals Board **within 45 days**. The Appeals Board or its representative shall notify the appellant of the decision within 14 days of the Appeals Board determination both by registered postal mail and email if available.

E) Appeals Board Composition

The appeals board shall consist of three voting members. Appeals Board hearings are not public and will be conducted under Roberts Rules of Order.

F) Escalation

The appellant has 30 days from receipt of the Appeals Board determination to file a written appeal with the Certification Advisory Commission. 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. This secondary written appeal shall be submitted the same way as the first appeal, via postal mail or email to the Certification Manager. Contact information found under 'sub-heading A' of this form.

G) Second Level Review & Response

Receipt of the secondary appeal shall be acknowledged by the Certification Manager within 5 days. The secondary appeal shall be considered by the Certification Advisory Commission **within 60 days**. The Certification Advisory Commission or its representative shall notify the appellant of the decision within 14 days of the Certification Advisory Commission determination both by registered postal mail and email if available.