

## Candidate or Certificant Appeals

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Approved By:	AHVAP Certification Center Board
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**Policy:** The appeals process is to ensure that registrants, applicants, and certificants whose registration, application, certification, or certification renewal has been denied have the right to appeal to the AHVAP Certification Center.

### 1. Eligibility

Candidates who believe that they have met the eligibility requirements as stated may appeal decisions of ineligibility. However, the eligibility requirements themselves may not be appealed. Appeals letters requesting reconsideration of applications must indicate the specific findings of ineligibility being contested and provide evidence of meeting those findings. Letters must be received by the AHVAP Certification Center with 15 days of notification of ineligibility.

### 2. Examination Scores

A failed examination which is believed by the applicant to be in error should submit a written request to the AHVAP Certification Center for review stating the reason for his/her appeal of the decision within 15 business days of receipt of the score report. Upon receipt of the written request for review, the ADEC will examine the supporting documentation offered by the applicant. If the applicant's request is determined to be substantiated, the applicant will be notified in writing.

### 3. All other concerns including but not limited to certification or certification renewal

#### Procedure:

In the written appeal, the applicant or certificants shall detail the nature of the request for appeal and the specific facts and circumstances supporting the request, and, all reasons why the action or decision should be changed or modified. The applicant or certificant must provide additional written, factual documentation to support his/her appeal. The applicant shall bear the burden of proving the adverse decision was based on erroneous factual determination. There is no appeal on the basis of an incomplete application.

Applicants or certificants submitting a request for review to the AHVAP Certification Center shall receive notification of the results within fifteen (15) days of receipt of the request. Should the candidate not be satisfied with the decision rendered, the candidate may submit a written appeal to the Chief Credentialing Officer for the AHVAP Certification Center within fourteen (14) days of receipt of decision.

The AHVAP Certification Center Board of Directors will review the appeal submission and accompanying documents and make a determination. Candidates will be notified of the decision within forty-five (45) days of receipt of the request. The decision of the AHVAP Certification Center Board of Directors will be final and no further recourse to the charge is available.