

## IYNAUS Appeals Process

The Appeals Committee is a group whose purpose it to meet by request to study individual assessment decisions for non-lass assessments. Its process is described below. If candidates from the same assessment share concerns regarding aspects of their assessment that affected the whole group, such as organization, management, accessibility, or ethical behavior, these concerns should be directly addressed to the Certification or Ethics Committee.

- No appeals should be sent to RIMYI. All appeals must be directed to the IYNAUS Appeals Chair: [cert.appeals.chair@iynaus.org](mailto:cert.appeals.chair@iynaus.org)
- The candidate must submit to the Appeals Chair a written appeal within thirty days of the assessment in question, stating in their own words the grounds for the appeal to reverse the non-pass decision. The Appeals Chair will acknowledge receipt of the written appeal (e-mail, phone call, etc.).
- The Appeals Chair is to notify the Appeals Committee and the Assessment Chair within one week that a complaint has been received.
- The Appeals Chair will contact the Appeals Committee members to determine if the appeal has valid grounds to proceed. Non-agreement with the Assessment decision alone is not sufficient grounds for an appeal. The candidate must show evidence of personal bias, mistreatment, prejudicial behavior or assessment mismanagement.
- The Appeals Chair will speak to the person making the appeal to hear in person the reason for the appeal and will take accurate notes of the conversation.
- The Appeals Chair and committee members will each question a different assessor from the assessment that is being appealed. Each will take accurate notes when questioning the assessors, and will make copies of the notes for the other committee members to review.
- If requested (case by case basis), the assessors involved should make three copies of their notes and scoring sheets and mail these to the Appeals Chair within five days of notification. The Appeals Chair will send these materials along with their interview notes to committee members for deliberation.
- After Appeals Committee members review all the notes and discuss the appeal case information (either in person, by phone, or by email), a decision on the appeal will be made by the entire Appeals Committee, excluding any member(s) who was directly involved in the assessment.
- If any Appeals Committee member was an assessor for the candidate making the appeal, the Assessment will substitute for that member during the deliberation for that candidate.

- If possible, the entire process—investigation, deliberation, and resolution—should be completed within one month of receipt of the complaint.
- The Appeals Committee decision is final.
- All participants in the appeal process (candidate, Appeals Chair, committee members, and Assessors) will be asked to keep all details of the appeal process confidential.