

## **Review and Appeals Process**

Under certain circumstances, certification status may be denied, suspended, or active certification status may be revoked. Any individual who is denied access to certification or whose certification has been revoked or suspended has the right to appeal the decision. ISP has an established review and appeals process for individuals seeking an amendment of this decision. This process offers any individual the opportunity to have his or her concerns heard in a fair, objective forum. However, individuals will not be entitled to receive a copy of either the certification examination or the answers to any questions on the examination.

Any individual whose certification has been withdrawn as a result of the failure to pay any required dues or fees, or an individual whose professional license has been denied, revoked, or suspended by a state licensure agency, shall have no right to pursue an appeal. Such individuals may, however, present written evidence that the factual predicate for the denial, revocation or suspension of certification is incorrect; such evidence shall be reviewed and appropriate action taken.

To ensure an impartial appeals process, an appeals panel consisting of three ISP board members is formed: the Chairman and two other voting members. The Chairman of the panel will be the ISP Chairman of the Executive Board, and will appoint the other two voting members from the existing ISP Certification Committee.

The Appeals Panel will review each case individually and then processes the results of the review directly with the individual requesting the appeal. The ISP Board grants to the Appeals Panel full and final authority to deny, suspend, revoke, or reinstate ISP certification.

The Chairman of the Appeals Panel will chair all meetings, which will be held, as needed, by conference call unless an in-person review is requested and paid for by the appellant. Dates and times for review will be determined by the Chairman. Panel members and the appellant will be informed of the date at least one month prior to the conference call. All materials available for the review will be provided in writing to the members in advance of the review.

### **Procedure**

- An individual must submit a written request for an appeal, which must be signed by the individual and notarized, to the Chairman of the ISP Executive Board. The request must include a statement of the appellant's reasons for believing that the decision was erroneous, along with five copies of any supporting materials or documentation, and a statement of the desired outcome. The request (for an appeal) must be sent to the ISP office by certified mail to the attention of the ISP Chairman and postmarked within 60 days of the date of mailing of notification of denial suspension, or revocation. Any materials not postmarked within this 60-day period will not be considered in the review and appeals process.

- Following the receipt of the appellant's request, the ISP Executive Board Chairman shall, as soon as practical, appoint two members of the ISP Certification Committee to serve as that individual's Appeals Panel.
- After receipt of a request for an appeal, and selection of the Appeals Panel, the Panel will consider the case as soon as practical.
- In advance of the review, all supporting materials for the case will be sent to the Appeals Panel by the ISP office.
- At the request of individual members of the Panel, the Chairman may, but need not, submit additional questions in writing to the appellant. The appellant will have the opportunity to respond in writing.
- Panel members and the appellant will be informed of the date for the review at least one month prior to the conference call.