



Appeal Policy

Policy Statement

The Association of Change Management Professionals (ACMP) is committed to providing quality service by operating in a transparent and accountable way that builds trust and respect with all of our stakeholders. One of the ways in which we continue improving our service is by seeking resolution when an individual (Appellant) who has applied for or received a Certified Change Management Professional™ (CCMP™) certification wishes to contest any adverse decision or proposed action affecting an application certification status or other issue or topic of concern.

The ACMP aims to ensure that:

- Registering an appeal is as simple as possible;
- Appeals are considered a clear expression of dissatisfaction with a decision and will be responded to immediately, respectfully and confidentially using established documentation guidelines;
- Appeal decisions are appropriate to the situation with a correct and fitting decision offered to the Appellant;
- We learn from appeals, use them to improve our service, and review them annually to ensure that the appeals policy and procedures remain relevant and undergo continuous improvement.

Purpose

The appeal procedure is intended to ensure that all appeals are handled fairly and consistently.

Definitions

Appeal: the process by which an individual challenges a decision or proposed action affecting an application certification status or other issue or topic of concern.

The following individuals may be referred to collectively as *Participants*.

Appellant: the individual filing the appeal.

Certification Governance Committee: the CCMP™ governing body, which has guided the development of the global CCMP™ Credential.

Chair: the head of (and member of) the Certification Governance Committee (CGC).

Certification Manager: The ACMP staff member who is responsible for managing all elements related to the CCMP™ credential including, but not limited to, establishing programs and policies, setting standards, developing materials, and providing leadership to achieve designated goals.



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Appeal Handling

Appeal Verification

Only facts and conditions up to and including the time of the original determination are considered during an appeal. No new information or materials may be submitted at this time. The appropriate ACMP Appeals Committee in ruling on the appeal shall consider only materials submitted to or considered during the initial review of the appeal.

The Certification Manager should be the only individual communicating with the appellant during the process and will review the appeal, consider its basis and ensure that all information is submitted and complete as per the following guidelines:

1. The appellant must submit the request for appeal via email (askccmp@acmp.info) within thirty days from a decision date about an issue, complaint or direction related to an ACMP policy or procedure.
2. Any individual who does not submit a written appeal to ACMP within the thirty-day time limit shall waive the right to appeal.
3. The Certification Manager will acknowledge receipt of a request upon receiving it, review the information submitted and notify the appellant in writing, within thirty days, advising which of three committees the appeal has been assigned to:
 - The Certification Governance Committee (CGC) for credential-related appeals.
 - The Qualified Education Provider (QEP) Governance Committee for QEP-related appeals.
 - The Ethics Committee for all other appeals.
4. The Certification Manager will determine if a submitted complaint is inappropriate due to: 1) material error of fact, or 2) failure of the CGC which rendered the determination to conform to published criteria or procedures. If either is found to be the case, then an appeals committee will review the appeal. In this instance, the issue must first be submitted as a complaint, as per the Complaint Policy.
5. The Certification Manager will create a record of the appeal, the subsequent action(s) taken and the decision made.

Note:

- Appellants who are filing appeals related to the CCMP™ exam will not be granted access to any confidential ACMP information including the exam, answer key or reports to validate or contest any decision.



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- The Appellant may stop the appeal procedure at this point or may choose to initiate the second step of the procedure. If the second step is not initiated, the action ends at this step.

Appeal Review by Appeals Committee

The ACMP shall maintain a list of people qualified to serve on an Ad-Hoc Appeals Committee as required. This list shall consist of individuals who have a working knowledge about and experience with ACMP's evaluative criteria and procedures used in accreditation, and shall be subject to ACMP's conflict of interest policies. The list shall not include current or past ACMP Board members or any onsite team member who participated in any aspect of the contested decision. The Appeals Committee can however include CGC members who were not involved in the contested decision and/or previous Board members who were not involved in the contest decision and are considered a peer today.

- The Appeals Committee will review and act on a properly filed request for appeal no later than the next regularly scheduled committee meeting. During an appeal, only records/evidence, documents that were before the Certification Manager and CGC when it took contested accreditation action will be considered.
- Reviews may be conducted by teleconference.
- An appellant may present their appeal directly at a face-to-face meeting if they so wish. The appellant is responsible for all personal costs associated with said meeting.
- All decisions rendered by are final and may not be appealed.
- Upon any decision becoming final, the ACMP Certification Manager shall notify the appellant in writing of the decision within thirty days of receiving the appeal by a form of delivery, which ensures a return receipt.

ACMP is responsible for:

- Acknowledging the appeal in writing via certified mail;
- Responding within 30 days (see Timeline Summary below);
- Dealing reasonably and sensitively with the appeal; and
- Taking action where appropriate.

The Appellant is responsible for:

- Bringing their appeal, in writing, to ACMP's attention (askccmp@acmp.info) within thirty days of the issue arising;
- Raising concerns promptly and directly with any member of staff in ACMP;
- Explaining the problem clearly and thoroughly, including any action taken to date;
- Allowing ACMP reasonable time to address the matter (estimated at 30 days with routine timing updates); and



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- Realizing that some circumstances may be beyond ACMP's control and they will be identified as such.

Confidentiality: Every attempt will be made to ensure that both the Appellant and ACMP maintain confidentiality throughout the appeal process. However, in some circumstances it may not be possible to maintain complete confidentiality (with each appeal judged on its own merit) in order to check certain facts related to the appeal. Should this be the case, the situation will be explained to the Appellant (refer to the Candidate Handbook and Code of Ethics and Professional Conduct for all applicable ways in which care will be exercised).

Monitoring and Reporting: ACMP's Board of Directors will receive an anonymized report annually of appeals made and their outcomes.

Timeline Summary

1. First 30 days: appeal must be submitted no later than thirty after notification or after the issue has occurred.
2. Second 30 days: The Certification Manager reviews and responds to the appellant and forwards to the appropriate appeal committee.
3. Third 30 days: The appropriate appeal committee reviews the appeal.
4. Fourth 30 days: The Certification Manager notifies appellant appeals committee's decision.

Exceptions to Right of Appeal

1. The setting of a passing score (method, analysis and results) may not be appealed.
2. Eligibility requirements may not be appealed.