

CHCP Non-Disciplinary Appeals Policy

Purpose

The purpose of this policy is to establish a fair, impartial, and transparent process for the review of non-disciplinary appeals related to certification decisions made by the CHCP Certification Commission (the commission).

The appeals process is intended to ensure that certification policies and procedures are applied consistently and fairly while providing applicants, candidates, and CHCP professionals an opportunity to request reconsideration of select certification decisions.

Policy Statement

The Commission is committed to ensuring that all certification decisions are made fairly, consistently, and in accordance with established policies and procedures.

Applicants, candidates, and CHCP professionals have the right to appeal certain non-disciplinary certification decisions when they believe that established policies or procedures were not appropriately applied.

The appeals process shall:

- Provide an impartial review of the decision;
- Ensure due process;
- Maintain confidentiality;
- Avoid conflicts of interest; and
- Preserve the integrity of the certification program.

Appeals are intended to review the application of existing policies and procedures and are not intended to establish new eligibility requirements or reconsider certification standards adopted by the Commission.

Scope

This policy applies to appeals involving certification decisions that are administrative or procedural in nature, including, but not limited to:

- Denial of eligibility for certification;
- Denial of recertification;
- Denial or modification of an accommodation request;
- Examination administration irregularities that may have affected a candidate's testing experience; and

- Other certification decisions designated by the Commission as eligible for appeal.

This policy does **not** apply to:

- Disciplinary actions;
- Violations of the Code of Ethics;
- Challenges to examination content;
- Challenges to individual examination questions;
- The established passing standard or psychometric methodology.

Disciplinary matters shall be addressed in accordance with applicable disciplinary policies.

Grounds for Appeal

An appeal may be submitted in writing when an applicant, candidate, or CHCP professional believes that:

- Established certification policies or procedures were not correctly applied;
- A material, administrative, or procedural error affected the certification decision;
- Information submitted during the review process was not appropriately considered; or
- An examination administration irregularity materially affected the candidate's opportunity to complete the examination under standardized conditions.

Appeals must be supported by relevant documentation or evidence.

Submission of an Appeal

Appeals must be submitted in writing within thirty (30) calendar days of the notification of the decision being appealed.

Appeals shall be submitted to the Alliance for Continuing Education in the Health Professions (Alliance) Certification Department using the contact information published in the Candidate Handbook and on the CHCP certification website.

Appeals must:

- Identify the decision being appealed;
- Clearly describe the basis for the appeal; and
- Include supporting documentation when applicable.

Appeals received after the established deadline may not be considered unless extraordinary circumstances are demonstrated.

Appeal Review

Appeals shall be reviewed by individuals designated by the Commission who were not involved in the original decision whenever practicable.

Individuals participating in the review shall disclose any actual or potential conflicts of interest and recuse themselves when appropriate.

The review may include consideration of:

- Application materials;
- Examination records;
- Relevant correspondence;
- Testing vendor documentation;
- Applicable certification policies; and
- Any additional information necessary to evaluate the appeal.

The review shall focus on whether established policies and procedures were followed fairly and consistently.

Appeal Decisions

Following review, the Commission or its designated reviewers may:

- Uphold the original decision;
- Modify the original decision; or
- Overturn the original decision.

The Alliance shall notify the appellant in writing of the outcome of the appeal on behalf of the Commission following completion of the appeal review.

The decision rendered through the appeals process shall be final.

Confidentiality

All appeal materials, deliberations, and decisions shall be treated confidentially.

Information related to an appeal shall be disclosed only to individuals with a legitimate need to participate in the review or implementation of the appeal decision.

Appeal records shall be maintained in accordance with the Records Retention and Access to Information Policy.

Related Policies

This policy should be read in conjunction with the following CHCP policies:

- Eligibility Policy
- Recertification Policy
- Examination Administration Policy
- Accommodations Policy
- Security Policy
- Governance Charter
- Records Retention and Access to Information Policy

Policy Review

This policy shall be reviewed at least annually and revised as needed to remain aligned with accreditation standards, professional practice, and program needs.

Version	Date	Description of Change	Approved By
1.0	July 2026	Initial policy development	Certification Commission