



Appeal Handling Procedure

1. Overview

iMentor Certifications is committed to handling appeals against certification decisions in a fair, impartial, transparent, and timely manner.

2. Scope

This process applies to appeals submitted by applicants or certified clients regarding certification decisions, including the granting, refusal, suspension, withdrawal, or reduction of the scope of certification.

3. Submission of Appeals

Appeals should be submitted in writing to **certifications@imentor.in** and should include:

- Name and contact details of the appellant;
- Reference to the certification decision being appealed;
- Description of the appeal;
- Supporting evidence and relevant documentation.

Appeals should normally be submitted within **10 working days** of notification of the certification decision.

An **Appeal Request Form** is available from iMentor Certifications upon request.

4. Appeal Review Process

1. Receipt of the appeal is acknowledged.
2. The appeal is reviewed for admissibility and completeness.
3. Additional information may be requested where necessary.
4. Appeals are reviewed by an independent Appeal Committee or designated competent personnel who were not involved in the original certification decision and are free from conflicts of interest.
5. The Appeal Committee or designated competent personnel reviews the appeal and supporting evidence before reaching a decision on the appeal.
6. A decision is made and communicated in writing to the appellant.

5. Appeal Fees

Where applicable, appeal review fees will be communicated to the appellant in advance.

6. Impartiality and Confidentiality

All appeals are handled confidentially and impartially. Personnel involved in the original certification decision shall not participate in the appeal review or decision-making process.

7. Communication of Decision

iMentor aims to communicate the appeal decision within **30 calendar days** of receiving an admissible appeal. Where additional time is required, the appellant will be informed of the reason for the delay and the revised timeline.



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8. Final Decision

The appeal decision will be communicated in writing, including the basis for the decision.
The decision resulting from the appeal process shall be considered final.

9. Contact Information

iMentor Certifications

iMentor Development Services Pvt. Ltd.

Email: certifications@imentor.in