



Appeals

General Policies

Examinees, candidates and certified professionals (certificants) may file an appeal against any decision that adversely affects their certification or recertification, such as denial of eligibility, denial of submitted CE, denial of a testing accommodation, or disciplinary action taken as a result of a compliance issue.

Filing an appeal will not result in any discriminatory action against the appellant. Individuals involved in the decision being appealed may not be involved in hearing or deciding on that appeal.

All appeals are heard by NRPP's Certification Management Committee. CMC members maintain the confidentiality of all information related to an appeal and recuse themselves should a conflict of interest exist or appear to exist. The CMC reserves the right to identify a replacement from the Certification Council membership should one or more CMC member(s) recuse themselves from participating in an appeal. Replacements must not have a conflict of interest.

Appellants must submit a completed [Appeal Form](#) and explain why they believe the original decision was made in error and should be overturned and identify the outcome they desire. Appellants may submit additional evidence in support of their appeal.

The appeals process is expected to take no longer than 45 calendar days to complete, from receipt of the appeal to determination and notification to the appellant of the outcome.

Appeals must be submitted within 30 days of the decision being appealed. Failure to submit an appeal within thirty calendar days shall be deemed a waiver of the individual's right to protest the charges.

Please note: Individuals who filed a complaint that did not result in any action against the certificant may not appeal that decision but instead are encouraged to file a new complaint if additional information to support the allegation(s) is discovered.

Types of Appeals

Decisions that may be appealed include, but are not limited to:

Reconsideration of Eligibility Decision. Candidates whose initial course is rejected or who are denied certification for any reason may file an appeal to request a reconsideration of the denial decision.

Reconsideration of Recertification Decision. Individuals whose recertification requirements are rejected or who are denied recertification for any reason may file an appeal to request a reconsideration of the denial decision.

Reconsideration of Disciplinary Decision. Certificants and examinees may file an appeal if they disagree with discipline administered as a result of a conduct or compliance issue.

Reconsideration of Other Adverse Certification Decision. Examinees, candidates and certificants may file an appeal against any other decision that adversely affects their certification, such as denial of a testing accommodation.

Procedures for Handling Appeals

To file an appeal, complete [this form](#) and provide any evidence in support of the appeal. Appeals may not be filed anonymously.

NRPP will acknowledge receipt of the appeal, compile information related to the appeal and forward the appeals information to the Certification Management Committee for review and deliberation.

The Certification Management Committee reviews the appeal and makes a determination. This may occur electronically or may occur at the next scheduled monthly meeting.

The CMC may vote to:

- Overturn the initial finding and rule in favor of the appellant.
- Overturn the original decision and propose other action(s)
- Uphold the initial finding and deny the appeal.
- Request additional information.

NRPP will notify the appellant if the Certification Management Committee requests additional information. The appellant has 14 calendar days from the date of the notice to provide the information. This may extend the appeal timeline. Appellants will be updated on the status of their appeal as necessary.

Appellants are notified of the Certification Management Committee's decision.

Second-level Appeal

Appellants whose certification has been suspended or revoked, or whose initial certification or recertification was denied, may seek arbitration through the American Arbitration Association within 30 days of the first appeal decision.

All revocation decisions and all decisions to deny certification shall be final and binding on the certificant or prospective certificant. Any certificant or prospective certificant aggrieved by a revocation decision or denial of certification shall submit the dispute to binding arbitration in accordance with the rules and procedures established by the American Arbitration Association. The venue for such arbitration shall be Asheville, North Carolina unless another location is agreed upon by the parties. The arbitrator shall confirm the revocation decision or denial of certification unless the aggrieved certificant or prospective certificant demonstrates the decision or denial resulted from bad faith or fraud or lacked any rational basis. All arbitration awards shall be final and binding on the parties and shall be enforceable by appropriate proceedings under the applicable laws of North Carolina. Unless otherwise provided by the arbitrator, each party shall pay its pro rata share of the reasonable fees and expenses of the arbitrator.