



## Certification Appeal Process for Providers and Applicants

It shall be the policy of ALA-APA that all complaints by providers or applicants be resolved through an orderly appeal process.

### **Appeals by the Provider**

1. As a provider of courses to satisfy certification standards, you have the right to request an appeal or review of any action related to initial or continued eligibility. These includes delays in processing of your application, actions to deny your request as a provider or actions to reduce or terminate your services after the Certification Review Committee has asserted your eligibility and ALA-APA has placed your courses on the Approved Provider List/affirmed you as an Approved Provider.
2. To request an appeal or review, you must notify the appropriate Certification Review Committee (CRC) in writing of the action you are challenging within thirty (30) days of receipt of ALA-APA notice about the action. Include specific information about the challenged action, justification for the challenge, and a copy of the notice about the action. All appeals may be addressed to the appropriate CRC, ALA-APA, 50 East Huron, Chicago, IL 60611.

The CRC will review the case within 60 days and forward it with a response to the ALA-APA Certification Program Committee (CPC), an oversight body. The CPC may deny a request if it believes the decision of the CRC was correct. The CPC will review the case within 60 days of receipt and make a decision. The CPC will send a copy of its decision to you. If you wish to appeal the CPC appeal decision, in the case of an unsatisfactory decision by the CPC, you may petition the ALA-APA Board of Directors through the ALA-APA office. The Board's decision is final.

### **Appeals by Applicants**

1. All appeals of certification decisions, including requests for application and final certification, must be initiated within thirty (30) days from the date you have received a letter from the Certification Review Committee (CRC) or the ALA-Allied Professional Association (ALA-APA). The CRC will not involve itself in disputes between the applicant and the provider regarding acceptance into a course, performance within a course, or evaluations and grading. All appeals may be addressed to the appropriate CRC, ALA-APA, 50 East Huron, Chicago, IL 60611.
2. The CRC will review the case, and forward it to the ALA-APA Certification Program Committee (CPC), an oversight body. The CPC may deny a request if it believes the decision of the CRC was correct. The CPC will review the case within 60 days of receipt and make a decision. The CPC will send a copy of its decision to you. If you wish to appeal the CPC appeal decision, in the case of an unsatisfactory decision by the CPC, you may petition the ALA-APA Board of Directors through the ALA-APA office. The Board's decision is final.