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APPEAL POLICY AND PROCEDURES FOR CFRE CERTIFICATION/RECERTIFICATION APPLICANTS AND CERTIFIED INDIVIDUALS

Policy:

An appeal procedure is available to any individual (Appellant) who has applied for or received CFRE certification/recertification and who wishes to contest any adverse decision or proposed action affecting his or her application for certification/ recertification status. This policy applies only to the procedural aspect of the credentialing process. Those areas not subject to appeal are further identified on page three. A copy of this appeal procedure shall be mailed to each individual with the written notice of the adverse decision or proposed action. Any individual who does not file a request for an appeal within the required time limit shall waive the right to appeal.

Discussion:

The appeal procedure has two steps. Step One consists of the initial appeal to CFRE International. Step Two is the final appeal to a Review Panel. The appellant must complete Step One of the procedure before the second step can be invoked. The decision of the Review Panel is final.

Procedure for Filing the Initial Appeal to CFRE International

Step One: Initial Appeal

A request for review and consideration must be submitted in writing to CFRE International within thirty (30) days following the date on which the adverse decision was postmarked to the appellant. The request must be sent by any form of delivery ensuring a return receipt. The request must state the reasons why the decision is being contested and shall set forth any new or additional information to be considered by CFRE International.

Board of Directors Action

The CFRE International Board of Directors will review and act on a properly filed request for review within thirty (30) days of receipt of the request. The Board may conduct its review by teleconference. The Board may decide to uphold the decision or it may take other appropriate action with regard to the appellant's request.

Notification of Appellant

The appellant will be notified in writing of the decision of the Board of Directors and the reasons therefore within twenty (20) working days following the date of the Board review and action. Notification will be sent by any form of delivery ensuring a return receipt.

The appellant may stop the appeal procedure at this point or may choose to initiate the



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second step of the procedure. If the second step is not initiated, the action of the Board becomes final.

Second Step: Procedure for Filing the Request for Appeal to the Review Panel on Certification *(The appellant must complete the first step of the appeal procedure before initiating the second step.)*

The request for appeal must be submitted to the Review Panel on Certification within twenty (20) working days following the date on which the adverse decision of the Board of Directors was received by the appellant, as indicated on the return receipt. It must be sent in writing by any form of delivery ensuring a return receipt. The appeal request must state the reasons why the appellant is contesting the decision. No new information or materials may be submitted at this time. Only materials submitted to or considered by the Board of Directors shall be considered by the Review Panel on Certification in ruling upon the appeal.

Review Panel on Certification Action

The Review Panel will review and act on a properly filed request for appeal within twenty (20) days of receipt of the request. The Review Panel may conduct its review by teleconference. The Review Panel may decide to uphold the decision of the Board of Directors or, it may take other appropriate action with regard to the appellant's request. The decision of the Review Panel on Certification is final.

Notification of Final Decision to Appellant

Upon any decision becoming final, the appellant shall be notified in writing by any form of delivery ensuring a return receipt.

Exceptions to the Right of Appeal

1. The setting of a passing score which may result in failure of the certification examination may not be appealed. Validation of the accuracy of scoring of an examination is permitted. Hand scoring will be conducted by the professional testing agency at the examinee's written request and expense.
2. Existence of an eligibility requirement may not be appealed. The Policy on the Appeal of Denial of Eligibility provides for appeal of the interpretation of the eligibility requirements in individual applicant's circumstances.
3. Content and quality of the examination, as well as questions and answers, are subject to appeal, however, candidates may not have access to the examination booklet, answer sheet, or answer key.

Approved June 13, 1996