



Policy for Appeal / Complaint

An applicant seeking IMI certification has the opportunity to provide feedback on the assessment process.

In case the applicant is not satisfied with the quality of the assessment process, he or she may:

- submit a written complaint to the CAMP Board of Directors, within 7 calendar days of the final assessment report, explaining his/her dissatisfaction, listing specific details.
- The board will discuss the complaint and revert to the applicant within 7 calendar days. Upon granting the applicant a fair hearing, the board will decide if a review is possible.

The applicant can also appeal to the board against the assessment rejecting her/his application within 7 days of receiving the final assessment and seek for review / further assessment without any additional cost. If granted, this review will have to be completed within the next 3 months.

If no appeal or complaint is filed by an applicant, CAMP considers the assessment as “accepted”, and any further application for assessment will be treated as a fresh application.

All communications must be directed to: mail@campmediation.in with: ‘IMI Certification Application’ in the subject line.