



Complaints/appeals policy

- a. **Complaints by participants who are dissatisfied with the QUALITY OF THE ASSESSMENT**
Participants dissatisfied with the quality of the assessment may introduce a claim with IFCM's Board. Such claim will be reviewed by the Board in order to establish whether or not the Jury has carried its examination in full independence. The Board has the authority, if it so decides, to organize a new assessment, with a different Jury, at its earliest convenience.

- b. **The appeal/review process for participants who are dissatisfied with the OUTCOME OF THE ASSESSMENT,**
Participants dissatisfied with the outcome of the assessment may submit an appeal, or a request for a review process, with IFCM's Board. Such claim will be reviewed by the Board in order to establish whether or not the Jury has carried its examination in full independence. The Board has the authority, if it so decides, to organize a new assessment, with a different Jury, at its earliest convenience.

- c. **The process by which an Applicant may lodge a formal COMPLAINT AGAINST A TRAINER, COACH, OR ASSESSOR**
Any applicant may lodge a formal complaint against an assessor by contacting the IFCM's President, who will review such complaint before submitting it to the Board.