

CLD APPEALS PROCESS

Summary

The following procedures are the sole process for the appeal of the denial or revocation of certification. Appellants will be bound by decisions made with regard to these procedures.

In order to pursue an appeal with the CLD Commission, an Appellant is required to send an appeal letter or email to the CLD staff with the information described below, and his/her contact information within 15 business days after receipt of the CLD Commission's determination for which the appeal is being filed. Once the Commission has received the appeal, it will convene the Appeals Committee to review the appeal and issue a final determination regarding the appeal.

Process

- 1. The CLD is directed, administered and governed by the CLD Commission. All challenges regarding actions of and by the CLD Commission are governed by the rules contained herein. This appeals process is the only way to resolve all CLD certification and revocation appeals.
- 2. The CLD Commission will appoint a three-person Appeals Committee, chaired by a Commission member, to review all appeals. The Appeals Committee will be appointed at the beginning of each calendar year and will be comprised of reviewers and include alternates.
- 3. The Appeals Committee will review the appeal and, by at least a two-thirds vote, issue a final decision.
- 4. The Appeals Committee's decision is final.
- 5. The staff shall notify the Appellant of the CLD Appeals Committee's decision.

Grounds for Appeal

Applicants may appeal the denial of their application and/or the revocation of their application.

Denied Application Appeal

The appeal of a denial decision will only be considered after the applicant has finished re-applying after the initial rejection and have again been denied the CLD. Once notified that they again failed to meet the criteria after reapplying, applicants have fifteen business days from the receipt of notification to appeal. The Appeals Committee will then have six weeks from the time a correctly completed appeal is received to respond to the appeal. See the section "Supporting Documentation for Appeals Required by the Applicant" on page 5 to see the documentation that must be included in the appeal.

In order for an appeal of a denial of certification to be considered by the Appeals Committee, the appeals' submission must contain substantial information supporting at least one of the following grounds:

- a. The applicant's eligibility to apply for the CLD was incorrectly denied.
- b. The applicant's CLD application was incorrectly assessed or was not credited with an appropriate response to specific questions.

Appeal of the Decision to Revoke the CLD

Once notified that their CLD has been revoked, the certificant has fifteen business days from the receipt of notification to appeal. See the section "Supporting Documentation for Appeals Required by the Applicant" below for information on what must be included in the appeal. The Appeals Committee will then have six weeks from the time a correctly completed appeal is received to respond to the appeal. In order for an appeal of a revocation of certification to be considered by the Appeals Committee, the appeals' submission must contain substantial information supporting at least one of the following grounds:

- a. The certificant's recertification CLUs were incorrectly assessed or were not appropriately credited to the certificant.
- b. The certificant demonstrates that he/she did pay the necessary fees.
- c. The certificant's responses to the Revocation Committee were incorrectly assessed or the certificant was not credited with an appropriate response to the complaint.

Supporting Documentation for Appeals Required by the Applicant

Having defined the grounds for a review of the decision, the Appellant must submit the following as support material for the appeal.

- a. A detailed explanation of the reasons and basis for the appeal.
- b. All objections, corrections, and factual information the Appellant believes to be relevant to the appeal, including all relevant documents and exhibits in support of the appeal.

Documents may be submitted in hard copy or via email.

Appeals Committee Decision

The Appeals Committee may require the Appellant to clarify, supplement or amend an appeals submission. Once the Appeals Committee has reviewed the information, it will render a decision by at least a two-thirds vote as follows:

- a. Uphold the appeal The Appeals Committee believes enough evidence exists to support the appeal and overturn the original ruling denying or revoking the CLD.
- b. Deny the appeal The Appeals Committee believes there is not enough evidence to support the appeal.

All decisions of the Appeals Committee are final and not subject to further appeal.