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# FITSI Appeals and Complaint Application



Application for  
submitting an Appeal  
or Complaint to FITSI



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## 1. Instructions for filling out the Appeal/Complaint Form

If you are a candidate or member of the Federal IT Security Institute (FITSI), you may submit an appeal or complaint via this application package. If you wish to submit an appeal, please use the Appeals Form found in Section 2 of this document. If you wish to submit a complaint, please use the Complaint Form found in Section 3 of this document.

Appeals and complaints are discussed in detail below:

### Appeals

Any decision rendered by one of FITSI committee's, staff or consultant that impacts a FITSI member or candidate can be appealed through the FITSI Appeals Committee. All appeals must be made within 30 calendar days of the receipt of the decision being appealed.

Appeals can be submitted to FITSI regarding one of the following areas:

- Certification Denial
- Certification Revocation
- Refund Refusal
- Other decisions and/or issues

An appeal can be filed by submitting the appeals forms found in Section 2 of this document. This form should be filled out and emailed to FITSI at [contactus@fitsi.org](mailto:contactus@fitsi.org).

Once an appeals form is received FITSI will carry out the following steps:

#### 1. Initial Appeal Acknowledgement

Receipt of an appeal shall be acknowledged within 30 calendar days of receipt.

The acknowledgement will include:

- Email acknowledging the appeal
- The appeals process for issue at hand
- An Appeals Committee member point of contact
- A timeline for response and action by the Appeals Committee

#### 2. Appeals Review

Appeals received shall be reviewed by the Appeals Committee within 30 calendar days of receipt. A response will be sent to the appellant within 30 calendar days. All responses shall be sent electronically.

#### 3. Appeals Decision/Response

The response from the Appeals Committee will be one of the following:

- Appeal denied
- Appeal accepted
- Request for more information

All responses will include a detailed explanation of the response.

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#### 4. Appeals Escalation

All decisions made by the Appeals Committee are considered final.

### **Complaints**

A complaint can be filed by submitting the complaint forms found in Section 3 of this document. This form should be filled out and emailed to FITSI at [contactus@fitsi.org](mailto:contactus@fitsi.org).

Complaints can be logged against the following areas:

- Complaint/comment regarding examination items
- Complaint/comment regarding examination process
- Complaint/comment regarding specific exam circumstances
- Complaint against any FITSI board member, founding member, associate member, certified member or certification candidate you feel is in violation of any FITSI policy
- Other issue

All complaints must be submitted with supporting information. The FITSI Appeals Committee will review the nature of the complaint act on the complaint/comment within 60 calendar days of receipt. Each complaint will be followed up with an email stating the Appeals Committee decision and/or recommendation.

The response from the Appeals Committee will be one of the following:

- Complaint denied
- Complaint accepted
- Request for more information

All responses may include a detailed explanation of the response. The response will outline further recourse if the complainant wishes to pursue the matter further. Any decision by the Appeals Committee regarding a complaint or any decision that affects a candidate or member can be appealed. All decisions made by the Appeals Committee are considered final.



