
FITSI Appeals and Complaint Application

Application for
submitting an Appeal
or Complaint to the
Federal IT Security
Institute (FITSI)

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1. Instructions for filling out the Appeal/Complaint Form

If you are a FITSP Certification Candidate, Certification Applicant, Certification Holder, or member of the Federal IT Security Institute (FITSI), you may submit an appeal or complaint via this application package. Please use the Appeals Form found in Section 2 of this document if you wish to submit an appeal. Please use the Complaint Form found in Section 3 of this document if you wish to submit a complaint. The completed form should be emailed to FITSI at contactus@fitsi.org.

Appeals and complaints are discussed in detail below:

A. The Appeals Process

Any decision rendered by a FITSI committee, FITSI Personnel (consultant, employee or volunteer) that impacts a FITSI member, Certification Candidate, Certification Applicant or Certification Holder may be appealed through the FITSI Appeals Committee. All appeals must be made within 30 calendar days of the receipt of the decision being appealed.

Appealable decisions include:

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

An appeal must be filed by submitting the *Appeals Form* in the *FITSI Appeals and Complaint Application* found at <http://www.fitsi.org/documents.html>. The completed form should be emailed to FITSI at contactus@fitsi.org.

Once an *Appeals Form* is received, FITSI will carry out the following steps:

1. Initial Appeal Acknowledgement. FITSI will acknowledge receipt of the appeal within 30 calendar days of receipt. The email acknowledgment will include:
 - Explanation of the appeals process for the issue at hand
 - The point of contact for the appeal process
 - A timeline for response and decision by the Appeals Committee
2. Appeals Review. FITSI will commit to have a decision by the Appeals Committee within 60 days of submission unless additional information is required. In the event additional information is required, the Appeals Committee will render a decision within 60 calendar days of receipt of the required information. The decision will be provided via email to the appellant.
3. Appeals Decision/Response. The Appeals Committee's response will be either appeal accepted or appeal denied. All responses will include a detailed explanation of the decision.
4. Appeals Escalation. All decisions made by the Appeals Committee are considered final.

The appeal submission and subsequent investigation and decision shall not result in any discriminatory actions against the appellant.

B. The Complaint Process

Complaints can be lodged against FITSI for the following areas:

- Complaint regarding examination items
- Complaint regarding the examination process
- Complaint regarding specific exam circumstances
- Complaint against any FITSI committee, FITSI Personnel (consultant, employee, or volunteer), FITSI member, Certification Candidate, Certification Applicant, or Certification Holder the complainant feels violates any FITSI policy
- Other issues

The Appeals Committee will acknowledge receipt of the complaint within 30 calendar days of receipt. The email acknowledgment will include:

- Explanation of the complaint process for the issue at hand
- The Appeals Committee member point of contact
- A timeline for response and decision by the Appeals Committee

All complaints must be submitted with supporting information. The FITSI Appeals Committee will review the nature of the complaint and render a decision on the complaint within 60 calendar days of receipt. FITSI will provide the complainant with progress reports during the 60 calendar days and an outcome. Each complainant will receive the Appeals Committee's decision or recommendation.

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

- Complaint denied
- Complaint accepted
- Request for more information

Responses may include a detailed explanation of the response. All decisions made by the Appeals Committee are considered final.

If the Appeals Committee substantiates a complaint against a certified person, the Certification Director will send a memo notifying the subject of the complaint about the complaint within 30 days of the Appeals Committee's decision.

Any information provided to FITSI will be treated confidentially, and the complainant's identity will not be revealed to the accused without prior permission of the complainant.

