

FORMAL APPEALS

Certification decisions by Probitas Authentication are based on the requirements as outlined in the standard *AS9104/3: Requirements for Aerospace Auditor Competency and Training Courses*. For new training provider applicants, and for existing training providers approved during the recertification process, Probitas Authentication reviews the application for relevancy and completeness to the standard. In addition, an existing training provider's certification status may be changed to suspended or withdrawn based on, but not limited to, poor performance, nonconformity to requirements, or falsification of data.

If you would like to appeal a certification decision made by Probitas Authentication, you may file a formal appeal to seek resolution. To file a formal appeal, you must submit the required information. The information you are required to submit will be used to support your claim to an appeal. Failure to submit the required information will result in a delay in the appeal processing. Your appeal will be kept strictly confidential, will be treated fairly and with impartiality, and will not result in any discriminatory actions against you.

APPEAL SUBMISSION PROCESS

All appeals must be submitted within 30 days of notification of the Probitas Authentication decision being appealed. Your appeal will be addressed in a timely manner. To begin the process of submitting a formal appeal, please complete the online **FILE AN APPEAL** information box below. Once you have completed the information, select **SUBMIT MY APPEAL**.

APPEAL RESOLUTION PROCESS

The general process for appeals resolution is:

- Your appeal will be logged and we will notify you that your formal appeal has been received.
- Assignment of your appeal will be made to the Director (or designee) of Probitas Authentication for investigation and resolution.
- The investigation of your appeal will be completed by individuals that were not directly involved in the decision being appealed.
- If the issue is unresolved, you may request to escalate your appeal to the following escalation sequence:
 - AAQG Registration Management Committee (RMC) Chair
 - AAQG Council
 - IAQG Other Party Management Team (OPMT)
 - IAQG Council (decisions of the IAQG Council are final)
- We strive to resolve appeals within 10 business days. If this is not possible, we will communicate an expected timeframe.
- If a satisfactory resolution is not obtained, your appeal may be elevated to the AAQG Registration Management Committee for review.

APPEAL SUBMISSION PROCESS

If you are unable to submit your formal appeal online, please complete the following information and email it to probitas@sae-itc.org with the subject line reading "Formal Appeal Requested". You may also mail your appeal to:

PROBITAS AUTHENTICATION
161 Thorn Hill Rd.
Warrendale, PA 15096

