

### ***Appeals Policy***

In accordance with the ANSI ASTM E2659-18 Standards, DIA adopts the following policy and procedures for the management of appeals relative to its continuing education and certificate program.

#### **Policy**

DIA defines an appeal as a written request for something that falls outside the scope of DIA's standard practice, or a written request for decision to be reversed or altered. An appeal may be submitted by a stakeholder/customer.

- All appeals must be provided in writing to DIA; appeals may be submitted via email at [CE@diaglobal.org](mailto:CE@diaglobal.org)
- When an appeal is received in writing from a DIA stakeholder, that appeal shall be logged into the Appeals Management Log which shall be maintained by the Manager, Continuing Education on the SharePoint file server
- All appeals will be investigated and responded to in a timely manner, but in no case longer than 30 days from receipt. Responses to appeals will be in writing.
- Matters subject to this policy include but are not limited to (1) change in participation at a DIA learning activity due to medical emergency; (2) concerns regarding content of exam and score; and (3) request for reconsideration of a decision made regarding any element of the certificate program.
- The Manager, Continuing Education will have the primary responsibility for appeals resolution. However, should the person filing the appeal not be satisfied with the resolution of the appeal, he or she shall have the right to petition that decision to DIA's Global Associate Director, DIA Learning.
- Members of DIA's Executive Leadership Team (ELT) will also form a Grievance and Appeals Resolution Committee should any grievances and/or appeals need further escalation for resolution.