



## CERTIFICATION COMMISSION FOR HEALTHCARE INTERPRETERS

### Appeals Policy

#### for Candidates and Certification Holders

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#### **Eligibility Appeals**

The applicant has the right to appeal the decision denying their eligibility for CCHI's certification (either initial or renewal). All appeals must be submitted in writing, within 60 (sixty) days of receiving the denial notification. The appeal must be submitted either via the online application system at <https://cchi.learningbuilder.com> or, in some cases, via e-mail to [appeal@CCHICertification.org](mailto:appeal@CCHICertification.org).

The appeal must provide a detailed clarification of the candidate's/certificant's earlier submission and explanation how the candidate/ certificant meets CCHI's eligibility requirements. General requests to review an application are not considered.

CCHI staff reviews the appeal and supporting documentation and makes a determination within 4 weeks of receipt, seeking the Commissioners' input as needed. Staff communicates to applicant via email the decision either confirming or reversing the earlier decision. No additional application fee is required.

Appeal of the staff's final decision can be made to the Commissioners in writing to [appeal@CCHICertification.org](mailto:appeal@CCHICertification.org).

The appeal must provide a detailed clarification of the candidate's/certificant's earlier submission and explanation how the candidate/ certificant meets CCHI's eligibility requirements. General requests to review an application are not considered. Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Committee appointed by the Commissioners within 60 days of receipt. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Committee.

The Commission or Committee may confirm or reverse the earlier decision. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email within 30 days of the final decision.

#### **Appeals regarding General Policies and Procedures**

Any appeal regarding basic policies and procedures should be submitted via e-mail to [appeal@CCHICertification.org](mailto:appeal@CCHICertification.org). The appeal must provide information or documentation that assists in evaluating the appeal. CCHI Commissioners consider appeals relating to its policies and procedures, seeking legal counsel as needed.

#### **Score Appeals**

Any appeal regarding examination scores should be submitted in writing, within 21 (twenty-one) days of the score issue, via e-mail to [appeal@CCHICertification.org](mailto:appeal@CCHICertification.org) or certified mail. The appeal must provide information or documentation that assists in evaluating the appeal and must include

the appellant's name, CCHI ID number, name and date of the examination which score is being appealed, and a detailed, specific reason for the appeal, i.e., why the appellant considers the score to be incorrect. CCHI will review the appeal within 60 days of receipt.

Appeals will be reviewed either by the entire Commission or be delegated by the Commission to a Committee appointed by the Commissioners. The appeal will be determined based on the record in the matter and the additional information provided by the appellant, as well as any other pertinent information provided by staff or that is obtained by the Commission or Committee. The Commission or Committee may affirm or modify the score, or authorize a re-take of the examination at no cost to the appellant. The decision on appeal is final and binding. Notification of the decision on appeal and an explanation of the basis for the decision will be sent to the appellant by email and by certified mail within 30 days of the final decision.

### **Disciplinary Appeals**

For information on appeals related to disciplinary proceedings, see *CCHI's Disciplinary Policy for Candidates and Certification Holders*.

### **Concerns About Examination Content and Test Center Protocols**

If you feel that any of the questions on your examination were faulty in any way, you should send **an email, within five days of taking your test**, to: [info@CCHIncertainment.org](mailto:info@CCHIncertainment.org). Indicate your name, the test center where you took the test, the date of the test, your registration number, and specific details about the problem with the question. You may express your concern in the post-test survey. You may also inform your test center supervisor and ask him/her to submit an irregularity report, although you must also submit a report directly to CCHI.

What kinds of problems might you report?

- Typos in a question or in the directions.
- Questions that you believe have no correct answer or multiple answers.
- Other problems related to the test items.
- Problems with the test center or audio equipment.
- Problems with exam proctor or adherence to proctoring procedures.
- Other technical or environmental problems.

If you request an explanation of your failed score (in addition to the score report you received), CCHI will provide an explanation within 6 weeks from the date of request.