

Submitting an Appeal Request Form

When to Submit an Appeal Request Form

- Any candidate or examinee who has been denied eligibility to sit for an exam, failed an exam, or whose certificate or instructor/proctor privilege has been revoked may appeal a denial or revocation by submitting a written request to the Service Center within 30 calendar days of notification of the denial or revocation.

How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Program Compliance department for review. Program Compliance will escalate the concern to the Certification Governing Board, Oversight Committee, or Appeals Council to make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision concerning an appeal is final.

How to Submit an Appeal Request Form

- Go to **ServSafe.com**. Click the **Instructors/Proctors** tab and select **Instructor and Proctor Support Materials** and then **Exam Forms and Help Documents**.
- Select **Appeal Request Form** to download or print the *Appeal Request Form*.
- Complete the form, then fax (866.665.9570 or 312.583.9853) or mail it to the Service Center.