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# FITSI Appeals and Complaint Application



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

Version 1.2

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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](mailto:contactus@fitsi.org).

Appeals and complaints are discussed in detail below:

### A. The Appeals Process

Any decision rendered by a FITSI committee or 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 receiving the decision being appealed.

Appealable decisions include:

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

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

1. **Initial Appeal Acknowledgement.** The Appeals Committee 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 Appeals Committee member point of contact
  - A timeline for response and decision by the Appeals Committee
2. **Appeals Review.** The Appeals Committee will render a decision within 30 calendar days of receipt of the appeal unless additional information is required. If additional information is required, the Appeals Committee will render a decision within 30 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.

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## **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.

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## 2. Appeals Form

Please fill out the information about the person making the appeal.

### General Candidate Information

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Last Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

FITSI ID: \_\_\_\_\_

### Issue Being Appealed

\_\_\_\_ Certification Denial

\_\_\_\_ Certification Revocation

\_\_\_\_ Refund Refusal

\_\_\_\_ Other Decision/Issue

Description and explanation of the appeal:

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### 3. Complaint Form

Please fill out the following information about the person making the complaint.

#### General Candidate Information

First Name: \_\_\_\_\_ Middle Initial: \_\_\_\_\_

Last Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

FITSI ID: \_\_\_\_\_

#### Issue of Complaint

- Complaint/comment regarding examination items
- Complaint/comment regarding examination process
- Complaint/comment regarding specific exam circumstances
- Complaint against any FITSI board member, founding member, associate member, certified member, Certification Candidate, Certification Applicant, or Certification Holder you feel is in violation of any FITSI policy
- Other Issue

Description and explanation of the complaint:

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