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1. General Information



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2. Ethics Policies and Procedures

Policy	It is the policy of IPMA-MY's Certification Body that all applicants, candidates, and certificants are required to agree to abide by the IPMA Code of Ethics and Professional Conduct . It is the policy of IPMA-MY's Certification Body that applicants, candidates, or certificants who violate the IPMA Code of Ethics and Professional Conduct should be reported to IPMA-MY and should be adjudicated according to IPMA-MY's policies and procedures.
Confirmation of Decision	An IPMA-MY recommendation to withdraw or suspend certification must be confirmed by IPMA-MY's Certification Body. If the Certification Body declines to approve the IPMA-MY recommendation, IPMA-MY may impose other penalties, but has no right to overrule the decision of the Certification Body.

35. Complaint Policies and Procedures

3.1 Overview

Policy	It is the policy of IPMA-MY that any complaints about the operation or management of its certification program will be treated as opportunities for improvement.
Definition	A complaint is a statement of dissatisfaction with something other than an assessment decision.

3.2 Process

Complaints about Personnel	Complaints about IPMA-MY's Certification Body personnel (including, but not limited to, Board members, volunteers, employees, and assessors) should be submitted via email to IPMA-MY's Director of Certification. Complaints about IPMA-MY's Director of Certification should be submitted via email to IPMA-MY's President. Management will decide how to treat complaints on a case-by-case basis. Contact information for both individuals is available on the IPMA-MY website.
Acknowledgement	All complaints received will be acknowledged via email within five (5) business days.
Disposition	Complainants will be notified of the disposition of their complaint within sixty (60) business days of receipt.
Escalation	Complainants who are dissatisfied with IPMA-MY's handling of their complaint may submit a complaint to IPMA's Certification Validation Management Board (CVMB) at their own expense. Contact information is available on IPMA's website.

4. Appeal Policies and Procedures

4.1 Overview

Questions?	If you have any questions about the appeals process, contact us at: certification@mapm.org.my
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4.1.1 Statements of Policy

Policy	It is the policy of IPMA-MY that candidates may appeal an unfavorable decision to a pair of impartial assessors.
Policy	It is the policy of IPMA-MY that a candidate filing an appeal may secure legal counsel at their own expense. Under no circumstances, including a successful appeal, will IPMA-MY or Benchmark Certification or their officers, employees, or representatives be liable for a candidate's or an appellant's legal fees.

4.1.2 Definitions

Appeal	A request from an unsuccessful candidate to reverse an assessment decision.
Appellant	The candidate filing the appeal.
Candidate	Person who has satisfied the entry requirements of the certification system.
Exam Recheck	Verification that the appellant's written exam was scored correctly.
Assessment Review	Verification that IPMA-MY's policies and procedures were followed in the process of performing the appellant's assessment.

4.2 Appeal of Certification Decisions

4.2.1 Grounds for Appeal

General	An appeal must cite one of the following circumstances: <ul style="list-style-type: none"> • The documented policies and procedures of IPMA-MY were not followed. • The documented policies and procedures of IPMA-MY do not allow for a fair and impartial assessment of the appellant's competence.
Exclusions	Appeals may not to be used to supply additional evidence of competence.

4.2.2 Filing an Appeal

Period for Appeal	Appeals must be submitted within 30 calendar days of the decision being appealed.
Refunds	The appeal fee will be refunded in full if the appeal reverses the original decision.
Timing	A decision will be given to the appellant within 60 days of receipt of the appeal.
Required Contents of Appeal Letter	The appeal must include at least the following: <ul style="list-style-type: none"> • Name of the appellant. • Documentation that the proper fee has been paid. Current fees can be found here: http://www.IPMA-USA.org/cert-app-support. • Date of the exam or interview whose results are being appealed. • Grounds for the appeal. • Suggested corrective action (i.e., Exam Recheck or Assessment Review).
Submission	Appeals must be submitted to IPMA-MY's Certification Appeals Committee Chair. Contact information is available on the IPMA-MY website. Appeals may be sent via surface mail, an express delivery service, or email.
Verification	It is the appellant's responsibility to verify that the appeal was sent prior to the expiration of the appeal period, and to verify that the appeal was received.



4.3 Procedure for Conducting an Exam Recheck	
Staffing	The Exam Recheck will be performed by two assessors who were not involved in scoring the original exam. The assessors will be appointed by the Certification Appeals Committee Chair and will be compensated according to IPMA-MY's normal practices.
Process	The Exam Recheck Assessors will determine an appropriate approach to the exam recheck based on what is being challenged. They may review any or all of the activities related to the assessment decision. They may interview the appellant or anyone else involved in the process of administering and scoring the exam.
Decision	The Exam Recheck Assessors will provide a written report of their findings to the Board of Directors of IPMA-MY's Certification Body. This report will include their recommended disposition of the appeal and any other required corrective action. The decision of the Board of Directors of IPMA-MY's Certification Body is final and cannot be appealed further.

4.4 Procedure for Conducting an Assessment Review	
Staffing	The Assessment Review will be performed by two assessors who were not involved in scoring the original exam. The assessors will be appointed by the Certification Appeals Committee Chair and will be compensated according to IPMA-MY's normal practices.
Process	The Assessment Review Assessors will determine an appropriate approach to the Assessment Review based on what is being challenged. They may review any or all of the activities related to the assessment decision. They may interview the appellant or anyone else involved in the process of performing the assessment. However, they may <i>not</i> consider additional evidence of competence that was not provided in the appellant's original application.
Re-interviewing	If the Assessment Review assessors determine that the assessment interview must be redone, it will be redone according to IPMA-MY's standard interview procedures.
Decision	The Assessment Review Assessors will provide a written report of their findings to the Board of Directors of IPMA-MY's Certification Body. This report will include their recommended disposition of the appeal and any other required corrective action. The decision of the Board of Directors of IPMA-MY's Certification Body is final and cannot be appealed further.