

APC Appeals process is as follows:

1. Appeals shall be submitted to APC in formal writing.
2. Upon receipt, appeals are logged by customer service officer.
3. APC will acknowledge receipt of the appeal by formal letter within 1 week of receipt of the appeal. The appellant will also be sent a copy of the Guidance document on Handling of Appeals (APC-WG-02).
4. The APC Management Board is notified of any appeals which have been raised, and the board will propose an Appeals panel to be formed to perform an independent review of the appeal.
5. The appellant is informed of the composition of the Appeals panel and the date of the review of the appeal.
6. Investigation may include a review of the documented dispute, any related reports, consultation with applicable audit team members, and the person/organization making the appeal.
7. The established Appeals Panel validates, investigates the appeal and document the recommended resolution of the appeal within 30 days after receiving the notification. Where necessary, the Panel shall request the presence of relevant personnel during all or part of the meeting.
8. The decision of the Appeal Panel is the final APC decision on the appeals.
9. The appellant is notified in writing of the outcome of the appeal, within 2 weeks of the decision being made and within 2 months of the written appeal being received at APC.

*****The End*****