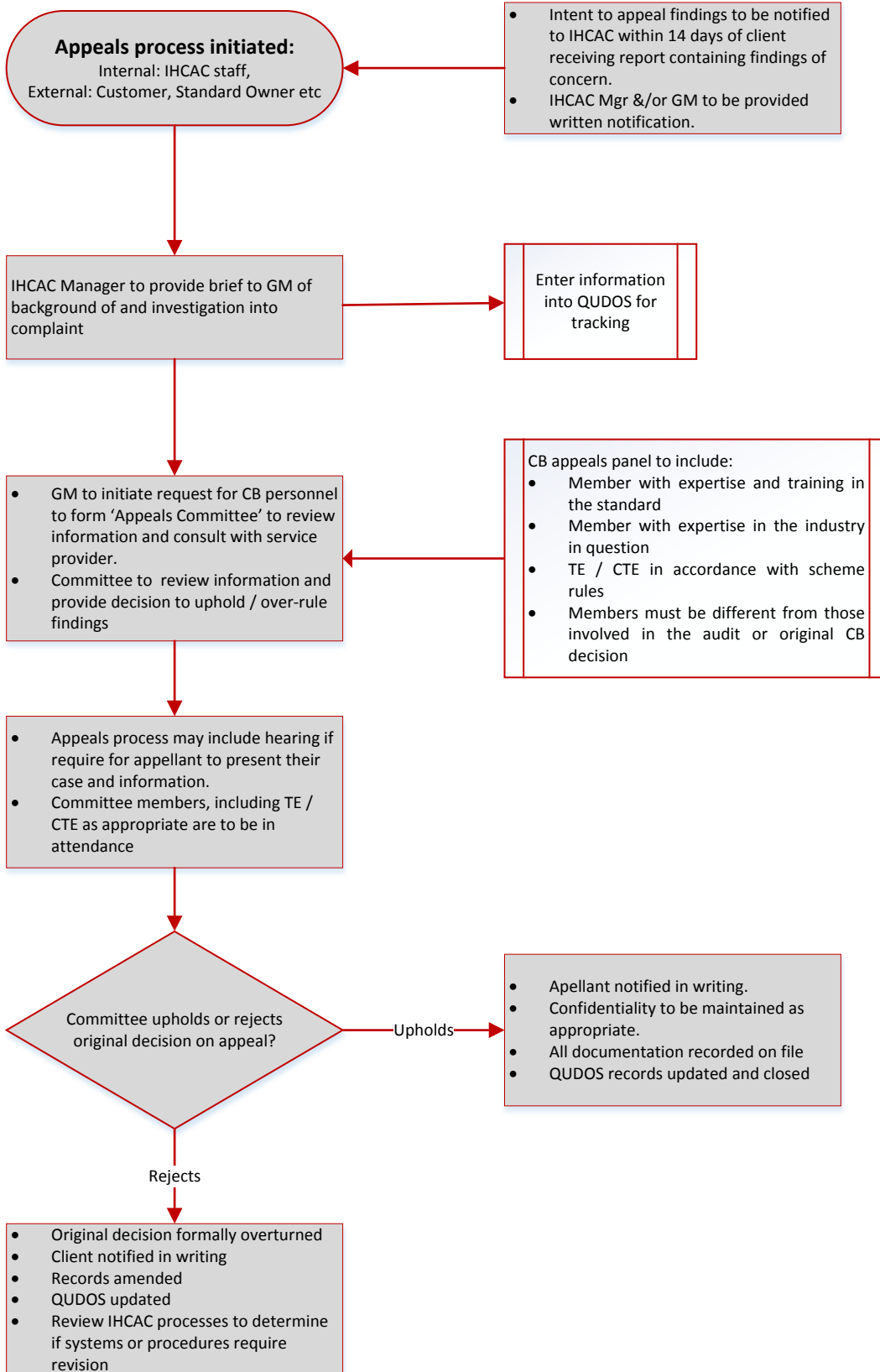


Flowchart 2 - IHCAC Appeals process



- An appeal refers to a formal request to review or consider reversal of a decision as an outcome of an audit process. If a client is dissatisfied with initial conversations surrounding audit outcomes, they may escalate this to a formal appeals process as outlined above. Appeals would most usually apply to either a decision regarding certification status (e.g. a decision to suspend or withdraw certification, or the rating of a nonconformity &/or close out time frames.