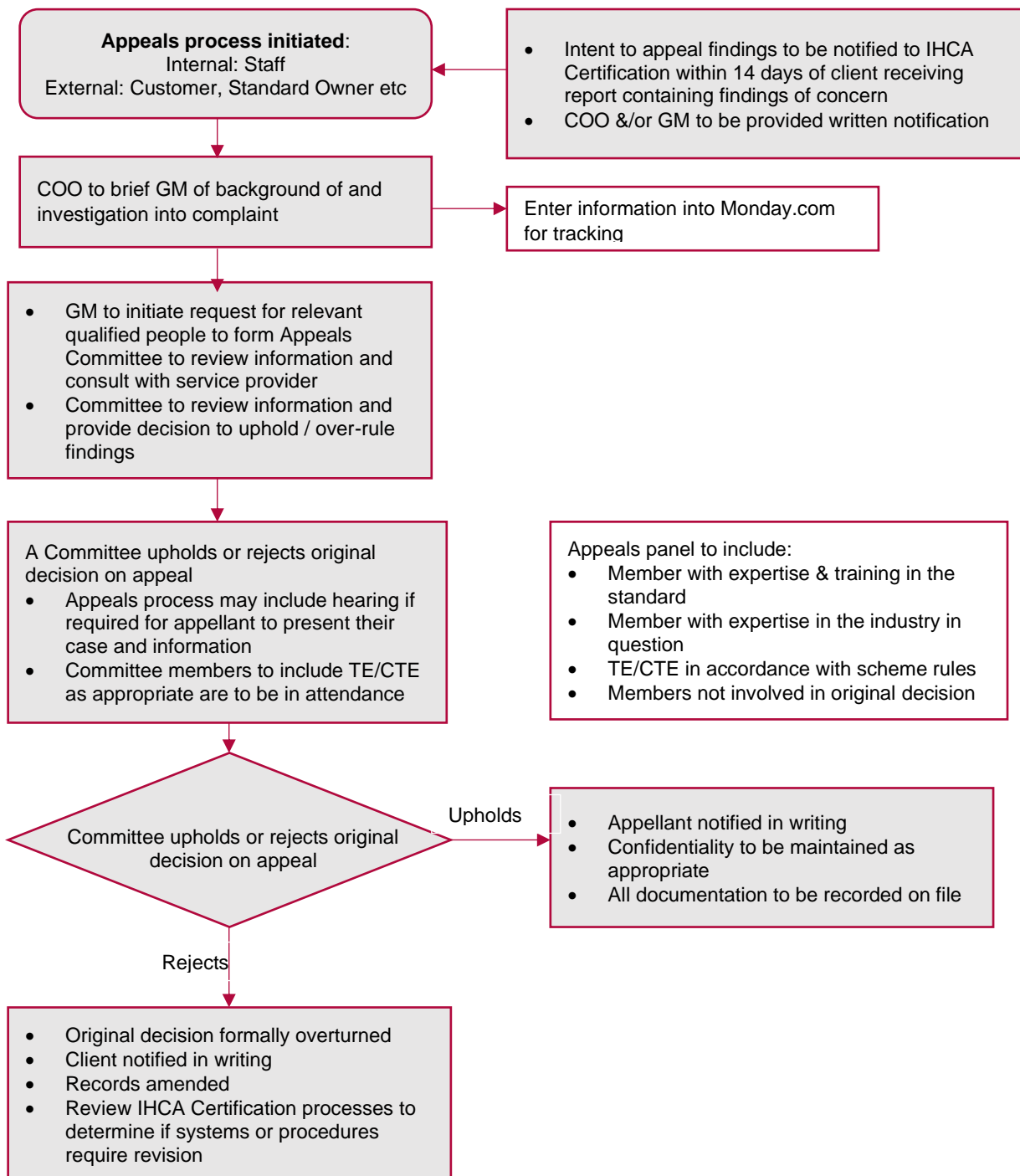


# IHCA GROUP APPEALS PROCESS



An appeal refers to a formal request to review or consider reversal of a decision as an outcome of an audit or assessment process. If a customer is dissatisfied with initial conversations surrounding audit outcomes, they may escalate this to a formal appeals process. Appeals 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 and/or close out time frames).