

APPEALS

Policy Number:	200.005
Approved by:	International Association of Forensic Nurses Board of Directors
Changes Authorized by:	CFNC
Date Approved:	September 19, 2013 Date
Revised:	August 18, 2025
Reviewed:	August 18, 2025

Exam Eligibility

A candidate whose eligibility has been denied may appeal the decision.

- Appeals must be submitted in writing within thirty (30) days of notice of ineligibility including reason, requested decision, and supporting evidence for consideration.
- The Certification Director will review appeals within fourteen (14) days of receipt; if unable to resolve, the Chair of the CFNC appoints an Appeals Council, a subset of the CFNC, to make a decision within the following 14 days;
- The decision of the Appeals Council is final, and the candidate is notified within seven (7) days.
- The Appeals Council may meet via teleconference, email, or other means, ensuring that all council members participate.
- An administrative fee will be applied to appeals.
- No refunds will be will be provided for appeals that are denied.
- Exam scores, exam content, or statistical analysis cannot be appealed and are not available for review.

Exam Results

All candidates who had an exam nullified or who failed their exam may request an appeal to the CFNC.

- Candidates who experienced the following may request an appeal:
 - Extenuating circumstances (i.e., personal or family emergency; medical circumstances to include critical illness or death of the candidate's immediate family).
 - Procedural irregularities during the exam process.
- The candidate's score on the exam is not subject to appeal.
 - Under no circumstances will the CFNC and/or Appeals Council alter a candidate's score.
 - Additionally, the content of and/or data analysis that was conducted for the exam is not subject to appeal. For exam security reasons, exam materials and the details of the data analysis are not available for review by the candidate.
- The appeal must be submitted in writing within thirty (30) days of receiving exam results with detailed reason, requested decision, and supporting evidence for consideration.
- A reasonable administrative fee will be imposed for the processing and review of exam appeals.
- The Certification Director will review appeals within fourteen (14) days of receipt; if unable to resolve, the Chair of the CFNC appoints an Appeals Council, a subset of the CFNC, to make a decision within the following 14 days;

- The decision of the Appeals Council is final, and the candidate is notified within seven (7) days.
- The Appeals Council may meet via teleconference, email, or other means, ensuring that all council members participate.
- An administrative fee will be applied to test appeals.
- No refunds will be provided for appeals that are denied.

Renewal

The certification renewal decision will be based solely on submitted materials.

- The renewal appeal must be submitted in writing within thirty (30) days of receiving renewal denial notice with detailed reason the certificant believes they are eligible for renewal and comply with renewal requirements; requested decision; and supporting evidence for consideration.
- The Certification Director will review appeals within fourteen (14) days of receipt; if unable to resolve, the Chair of the CFNC appoints an Appeals Council, a subset of the CFNC, to make a decision within the following fourteen (14) days;
- The Appeals Council may meet via teleconference, emails, or other means, ensuring that all council members participate.
- The decision of the Appeals Council is final, and the certificant is notified within seven (7) days.
- An administrative fee will be applied to renewal appeals.
- No refunds will be provided for appeals that are denied.

Informal Complaints

All informal complaints regarding the certification process are governed by the CFNC. Informal complaints are concerns that do not initiate a formal grievance or appeal. These may reflect dissatisfaction with certification-related issues such as:

- certification policies
- exam administration environment
- interactions with IAFN Certification staff

Informal complaints may include concerns shared for transparency, awareness, or acknowledgement.

Certification-related informal complaints must be submitted in writing within thirty (30) calendar days of the event or incident.

A reporting link is available on the IAFN Certification webpage, which directs users to a formal tracking form. Complaints sent to certification@iafn.org are manually entered by Certification staff into the tracking system.

The informal complaint form captures the following required information:

- Date of the incident
- Clear description of the concern
- Relevant supporting material outlining the nature of the concern and rationale for requesting reconsideration or review
- Complainant's full name, phone number, and email address

The Certification Director will acknowledge receipt of the complaint in writing within fourteen (14) days.

- If any required information is missing, the complainant will be notified and granted an additional fourteen (14) days to submit the missing material. If it is not provided within that timeframe, the complaint will be closed.
- Complaints are reviewed in a constructive, impartial, and timely manner.
- The complainant will be notified of the outcome within five (5) business days of the decision following receipt of the complaint.
- All complaint records, including actions taken and final decisions, will be retained by the Certification Department and reported quarterly to the CFNC.
- Information related to the complaint will remain confidential throughout the process.
- There is no filing fee for an informal complaint.
- If a complaint wishes to challenge the outcome of an informal complaint, a formal must be submitted in writing within fourteen (14) days of receiving the decision. Appeals must follow the CFNC relevant appeal policy and procedure as outlined in prior sections of this policy.

