



PROCEDURE

Appeals and Complaints Procedure

Independent, transparent, and time-bound resolution of disputes

DOCUMENT CODE
ICPA-PRO-002

VERSION
2026.1

EFFECTIVE
1 January 2026

Document Code	ICPA-PRO-002
Version	2026.1
Effective Date	1 January 2026
Review Cycle	Biennial
Document Owner	ICPA Independent Review Panel
Classification	Public

ICPA's credibility rests on the predictability and fairness of its decisions. This procedure sets out how any party — an accredited body, an applicant, a candidate, or a member of the public — may lodge an appeal against an ICPA decision or a complaint about ICPA conduct, and how each will be handled. The 2026 edition reflects a year of public consultation, peer review, and alignment with the International Standard for Accreditation of Conformity Assessment Bodies (ISO/IEC 17011:2017) and the International Education Standards (IES) framework. It supersedes all prior editions and remains in force until the next biennial revision.

1. What can be appealed or complained about

Appeals: any adverse accreditation decision, including refusal, withdrawal, suspension, or imposition of conditions.

Complaints: any concern about the conduct of ICPA staff, evaluators, or panels; the integrity of a procedure; or the behaviour of an accredited body inconsistent with ICPA standards.

Matters that fall outside this procedure include commercial disputes between accredited bodies and their clients, individual examination results, and matters subject to active legal proceedings.

2. Timelines

- Appeals must be lodged within 30 calendar days of notification of the decision
- Complaints must be lodged within 90 calendar days of the event complained of
- Acknowledgement within 5 working days
- Substantive decision within 60 working days (appeals) or 45 working days (complaints)

3. The Independent Review Panel

Appeals are heard by the Independent Review Panel (IRP), a body of five members appointed by the General Assembly for non-renewable four-year terms. No IRP member may be a current ICPA Council

member, staff member, or evaluator. The IRP elects its own Chair and operates under published Rules of Procedure.

4. How to lodge

Submit a written notice by email to appeals@i-cpa.org or by post to the Secretariat at the address on the back cover. The notice must identify the decision or conduct concerned, set out the grounds, and attach any supporting documents. A template is available on the ICPA website.

Lodging a fee of USD 500 applies to appeals only and is refunded in full where the appeal is upheld in whole or in part. No fee applies to complaints.

5. Possible outcomes

On appeal, the IRP may: (a) uphold the original decision, (b) overturn the original decision, (c) remit the matter for fresh consideration with directions, or (d) substitute its own decision. IRP decisions are final within the ICPA system.

On complaint, ICPA may issue an apology, change a procedure, retrain or remove personnel, refer evaluators for retraining, or in serious cases revoke an accreditation. All substantive outcomes are summarised in the Annual Report.

6. Confidentiality and publication

Proceedings are confidential. Anonymised summaries of substantive appeals and complaint outcomes are published annually to support transparency and continuous improvement.

Approved by	Chair, Independent Review Panel
Issued by	International Commission for Professional Accreditation, Fremont, California, USA
Contact	info@i-cpa.org · www.i-cpa.org

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