



TSI Appeals Procedure

TSI has established a comprehensive procedure to manage appeals against decisions on certification, ensuring transparency and fairness throughout the process. This procedure is publicly accessible on TSI's website, making it readily available to all stakeholders. The process includes the following key elements and methods:

1. **Receiving and Validating Appeals:** Candidates who wish to appeal can do so through a formal appeals form available on TSI's website. Upon receiving an appeal, TSI initiates a validation and investigation process.
2. **Tracking and Recording:** TSI maintains records of all appeals, including actions taken to address them. This ensures that each appeal is meticulously documented, and lessons learned from previous appeals are considered in the decision-making process.
3. **Corrective Actions:** In cases where an appeal reveals a legitimate discrepancy, TSI takes appropriate corrective actions, such as re-evaluating the candidate's examination paper.
4. **Timeliness and Impartiality:** TSI is committed to handling all appeals constructively, impartially, and within a reasonable timeframe to maintain candidate confidence.
5. **Decision-Making Independence:** TSI's appeals-handling process guarantees that the personnel responsible for making decisions on appeals are distinct from those involved in the initial certification decision.
6. **Non-Discrimination:** The appeals process is designed to ensure that appellants do not face discriminatory actions as a consequence of submitting an appeal.
7. **Acknowledgment and Communication:** TSI acknowledges receipt of appeals and keeps appellants informed of the progress and final outcome of the appeals process.
8. **Formal Notice:** At the conclusion of the appeals-handling process, TSI issues formal notices via email to appellants, providing closure to the appeal.

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