



Healing Touch Certification

15439 Pebble Gate • San Antonio, TX 78232 • (210) 497-5529

1. Title: HTC Certification Appeals

2. **Purpose:** The purpose of this policy is to define the Appeals process for adverse certification decisions from applicants for HTCP certification.

3. Definitions:

3.1. Appeals or grievance is a request for re-examination of previously rendered decision.

3.2. Appellant is the individual submitting the appeal or grievance.

4. **Scope:** This document covers policies and procedures for the appeals process in regards to adverse certification decisions from applicants for HTCP certification.

5. **Authority:** The Healing Touch Certification Governing Committee is the sole authority to determine certification approval or continued certification of the HTCP credential.

6. HTC Certification appeals and non appealable items

The Healing Touch Certification Governing Committee (HTCGC) Chairperson will receive and hear appeals of adverse certification decisions from applicants for HTCP certification.

6.1 Appealable issue

An adverse certification decision may be appealed on the grounds that the HTC did not properly apply specified certification eligibility criteria or the decision was based on a factual error that affected the outcome. Adverse certification decisions include: denial of eligibility for initial certification, denial of certification renewal, suspension of certification or revocation of certification.

The exam outcome is based upon an applicant achieving a passing score on the exam. If the applicant received a non-passing score they may request a re-scoring of the exam where the scanned answer sheet is rescored and compared to the initial results for verification of accuracy.

6.2 No appeal permitted

Individuals cannot appeal (1) the passing score of the exam or actions taken in setting a passing score; (2) establishment of eligibility criteria; (4) the examination or other measurement tool or individual test items; and (5) test content validity.

7 Appeal Procedure

1. Initiating the Appeal

An individual wishing to appeal an adverse decision will submit a Notice of Appeal to the Certification Administrator within forty-five (45) calendar days of receipt of the adverse decision. The Notice of Appeal will include:

- a. The grounds for appeal;
- b. The date that the adverse notification was received;
- c. Any new or additional information to be considered; and
- d. Mailing address and email address where Appellant can receive communication regarding the appeal.



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FAILURE TO FILE THE NOTICE OF APPEAL WITHIN THE FORTY-FIVE (45) DAY TIME PERIOD WILL RESULT IN DISMISSAL OF THE APPEAL.

Certification Pending Appeal

An individual who appeals from a decision to suspend certification, revoke certification or deny recertification will retain the certification held at the time the appeal was filed.

The Appeals Committee

The Chairperson of the HTCGC shall appoint three impartial HTCGC members to the Appeals Committee, which will meet monthly as needed to consider appeals. Members of the Appeals Committee may be replaced at the discretion of the HTCGC Chairperson.

- a. The Appeals Committee will review and consider a properly filed appeal during its next most convenient regularly scheduled monthly meeting. The Appeals Committee will be given adequate time to review Appellant's submission before considering the appeal.

Review of Appeal

The appeal will not include a hearing or any similar trial-type proceeding. Legal counsel is not allowed to participate in the appeal process. The Appeals Committee may consult legal counsel.

The Appeals Committee will only review the appeal on the grounds for appeal identified by Appellant in the Notice of Appeal. At any time after receiving the Notice of Appeal and before deciding the appeal, the Appeals Committee may, in its discretion, request that Appellant provide additional information or request information or an opinion from the appropriate Content Expert Panel regarding any aspect of the appeal. The appeal committee may work with the original reviewers of the application.

Only that information submitted with the Notice of Appeal or in response to a request by the Appeals Committee will be considered by the Appeals Committee in deciding the appeal. Written appellate submissions and reply submissions may be made by authorized representatives of the Appellant. Reply submissions must be made according to whatever schedule is reasonably established by the Appeals Committee.

The Appeals Committee will conduct and complete the appeal within ninety (90) days after receipt of the Notice of Appeal. The Appeals Committee, in its discretion, may extend the time for completing the appeal.

The Appeals Committee will either affirm or overrule the decision from which Appellant appeals. The written decision of the Appeals Committee, including a statement of the reasons for its decision, is reported to Appellant and the Chairperson of the HTCGC. The decision of the Appeals Committee is final and binding upon Appellant, the Chairperson of the HTCGC and all other persons.



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Communication

Written communication to the HTC Appeals Committee must be sent in a manner that confirms receipt (e.g. certified mail with return receipt requested or express mail with signature or delivery confirmation required), and addressed to:

Healing Touch Certification
ATTN: Certification Administrator
15439 Pebble Gate
San Antonio, TX 78232

Written communication to Appellant may be sent by email, regular U.S. mail or in a manner that confirms receipt (e.g., e-mail, certified mail, express mail with signature required) at the address indicated on the Notice of Appeal.