

Submitting an Appeal Request

When to Submit an Appeal Request Form

Any instructor, candidate, or examinee denied eligibility to sit for an exam, who has failed an exam, or whose certificate or instructor/proctor privilege has been revoked, may appeal a denial or revocation by submitting a written request to the Service Center within 30 calendar days of notification of the denial or revocation.

How the Appeal Process Works

- Upon receipt of the appeal, the Service Center forwards the request with all prior documentation (if any) to the Director of Service Center or Director of Exam Development (depending on the nature of the concern) for review. The director can escalate the concern to the Certification Governing Board, if warranted, or will review and make a final decision on the appeal within 30 days of receipt of the written request. This final decision will be communicated in writing, via traceable mail, to the individual who submitted the appeal within 10 days of rendering the decision.
- The decision of the director or Certification Governing Board concerning appeals is final.

How to Submit an Appeal Request Form

- Go to ManageFirst.Restaurant.org. Click **“Download Forms”** located on the left-hand side of the page.
- Click the **“Appeal Request Form”** to download and print the Appeal Request Form.
- Complete the form, then fax (866.665.9570 or 312.583.9853) or mail to Service Center at:

National Restaurant Association
Attn: Service Center
175 W Jackson Blvd., Suite 1500
Chicago, IL 60604-2814