


# **Appeal Form v2**

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A close-up photograph of a hand holding a silver and gold pen, poised to write on a document. The background is dark and out of focus, emphasizing the hand and the pen.

EC-Council adapts the term appeal as a reference to the mechanism by which a candidate/member can request the reconsideration of an EC-Council decision or exam. The appeal applicants should fill EC-Council Appeal Form and attach all supporting evidence. For instance, if the applicant is seeking EC-Council's decision in relation to the exam, for example its equipment, materials, content, scheduling, registration, or proctoring, he/she should submit EC-Council Appeal Form, EC-Council Exam Feedback form and exam transcript.

If the appeal is related to an EC-Council exam, the appeal request must be submitted to [certmanager@eccouncil.org](mailto:certmanager@eccouncil.org) within seven (7) calendar days from exam date. All other appeals must be submitted to [certmanager@eccouncil.org](mailto:certmanager@eccouncil.org) within sixty (60) calendar days from EC-Council's written decision. Appeals received beyond the above-mentioned timeframe would not be reviewed.

The appeal process is comprised of three primary stages:

### **Stage 1: EC-Council**

EC-Council will inspect and scrutinize closely and thoroughly the candidate's appeal before providing a final decision. Technical issues like power outages, system crash, exam items will be forwarded to the test admins (VUE or ECC) to advise whether there is valid grounds for appeal. EC-Council will provide the candidate with the appeal results within 30 days from receipt of candidate's appeal request.

## Stage 2: Scheme Committee

While EC-Council would exert every effort to resolve all matters in a fair and objective manner, EC-Council gives the applicant the right to appeal to EC-Council Scheme Committee Board if he/she is not satisfied with EC-Council's decision. The Scheme Committee will verify the intactness of all events and processes and provide EC-Council with its final decision, and EC-Council would communicate the decision to the candidate.

The Scheme Committee meets once every quarter (Jan, April, July, Oct). Only appeal requests received at least 30 days before the meeting will be reviews at that session. Appeals received less than 30 days from the Scheme Committee meeting will be reviewed in the subsequent meeting.

## Stage 3: Honorary Council

The appeal will only be put forward to the adjudication of a subcommittee of the EC-Council Honorary Council, which will comprise of no less than 3 members; if the applicant is not satisfied with the Scheme Committee final decision. The request should be submitted to [certmanager@eccouncil.org](mailto:certmanager@eccouncil.org) within thirty days from the date of the Scheme Committee written decision. Appeals received beyond the 30-days timeframe would not be reviewed.

The Honorary Council meets once every year. Only requests received at least 30 days prior to the Honorary Council meeting will be review at that session. Appeals received less than 30 days from the Honorary Council meeting will be reviewed in the subsequent meeting. The decision concluded by the Honorary Council is irrefutable and is obligatory to all parties involved in the appeal.

# EC-Council Appeal Form

If the appeal is related to an EC-Council exam, the appeal request must be submitted within three (3) calendar days from exam date. All other appeals must be submitted within sixty (60) calendar days from EC-Council's written decision.

Kindly submit your appeal form to [certmanager@eccouncil.org](mailto:certmanager@eccouncil.org)

## SECTION A

Name Details (Name given when enrolled) : .....

Email Address : .....

Are you a certified EC-Council Member? If yes, please complete section B with one of your certification details..

## SECTION B

EC-Council Cert ID : .....

Title of Certification : .....

Are you appealing against an EC-Council Exam? If yes, please complete Section C. If no, kindly proceed to Section D.

## SECTION C

Test Centre Name : .....

Test Centre Location : .....

Exam Voucher No. : .....

Date Tested : .....

