



CREST. Building trust in the digital world

Individual Certification Appeals

Handling Process for Certificants

v5.0 [Issued / 07.03.2025]

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1. Definitions

- 1.1 “**Certificant**” in the context of this Complaints Handling Process, means an individual sitting a CREST examination or holding a CREST certification. For the avoidance of doubt, this includes individuals that:
- i) are booked on to a CREST examination; and/or
 - ii) are in the process of taking a CREST examination; and/or
 - iii) have taken a CREST examination; and/or
 - iv) hold a CREST qualification, including any granted via an equivalency recognition scheme; and/or
 - v) have applied for or have been awarded a Professional Title through CREST.
- 1.2 “**CREST Assessor**” means an individual engaged by CREST from a CREST Member Company to deliver and manage CREST certifications (and “CREST Assessor Panel” shall be construed as being comprised accordingly)
- 1.3 “**CREST**” or “**CREST International**” means CREST (International), with Company Registration number 09805375, and any or all of his global businesses.
- 1.4 “**Professional Title**” means a designation awarded to an individual that validates their expertise and/or qualifications as meeting a defined standard of competence within the cyber security industry.
- 1.5 “**Senior Management Team**” means the employed staff at CREST that comprise the leadership team.

2. Purpose

- 2.1. The Purpose of this Process is to provide Certificants with a means of redress in the event of their dissatisfaction about CREST examination or certification processes, actions or decisions.
- 2.2. Certificants seeking CREST certification and re-certification agree that:
- these procedures are a fair process for resolving certification complaints or appeal matters; and
 - they will be bound by decisions made pursuant to these procedures; and
 - these procedures do not constitute a contract between CREST and the Certificant.

3. The Procedure

- 3.1 An appeal needs to be made in writing to CREST by the Certificant within 30 days of the event occurring. You should email admin@crest-approved.org.
- 3.2 CREST will acknowledge receipt of the appeal within three working days.
- 3.3 The details of your appeal must include:
- i) What decision is being appealed; and
 - ii) The grounds for lodging the appeal; and
 - iii) Relevant evidence including a detailed summary of the information relating to your appeal including, but not necessarily limited to, any objections, corrections and factual information the Certificant believes to be relevant to the appeal; and

- iv) Copies of any and all relevant documents, exhibits, or other information the Certificant wants to submit in support of the appeal; and
 - v) Any steps that CREST has already taken to resolve the issue prior to the appeal being made; and
 - vi) Any specific outcome that you seeking from the appeal.
- 3.4 You must not make improper, false, or misleading representation within the appeal.
- 3.5 An Appeals Committee will be formed by CREST to consider the appeal. Membership of the Appeals Committee will be formed from members of the Assessors Panel not involved in the certification matter being appealed, and the Head of Global Product. Other members of the Senior Management Team may be included if appropriate.
- 3.6 The result of the appeal will be sent via email to the Certificant within 15 business days of the appeal being received and will include the reasons for the outcome and any specific relief granted, if any.
- 3.7 There will be no further recourse to appeal the decision taken by the Appeals Committee.

Amendment List

This document has been amended in the areas described below:

a. Section reference b. Clause Reference c. Date Issued	Description of Changes	Authorised by	Version No. issued
a. 3 b. 3.7 c. 11.03.2024	Assessors Panel replaced with Appeals Committee	Elaine A Luck	4
a. 1 b. 1.1 c. 07.03.2025	Process applicability to individuals applying for or holding a Professional Title through CREST added	Elaine A Luck	5
a. b. c.			
a. b. c.			
a. b. c.			



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