

**Policies and Procedures
Appeals Process Policy
Extracted from Operating Procedures Document No.: OP-001
Effective Date: 04/01/2019**

11.1a- Policy for Appeals

An appeals process is available to any individual who has applied for or received a BPS certification and wishes to contest any adverse decision or proposed action affecting their application for certification or recertification status.

The Board of Pharmacy Specialties (**BPS**) provides a **two-step** appeals process for resolution of any questions or complaints concerning an action or decision by the BPS Board of Directors. The first step of the process includes a **reconsideration review procedure** which is handled by BPS. The second step of the process is an **appeals procedure** which is handled by a specially appointed Appeals Committee. The individual must first file the request for reconsideration before filing an appeal.

Please follow the attached flowchart for this two-step process.

Those areas not subject to appeal are identified under the section heading “Exceptions to the Right of Appeal”. Any individual who does not submit a request for an appeal within the required timeframe shall waive the right to appeal.

Scope of the Right of Appeal

Throughout the certification process, individuals may appeal certain decisions made by BPS.

Examples for an appeal include:

- Decisions to grant, reverse, deny, suspend or withdraw certification
- Decisions regarding eligibility to take exam
- Examination scores
- Eligibility time limits
- Unauthorized use of marks/logos
- Any other action that impedes the attainment of certification

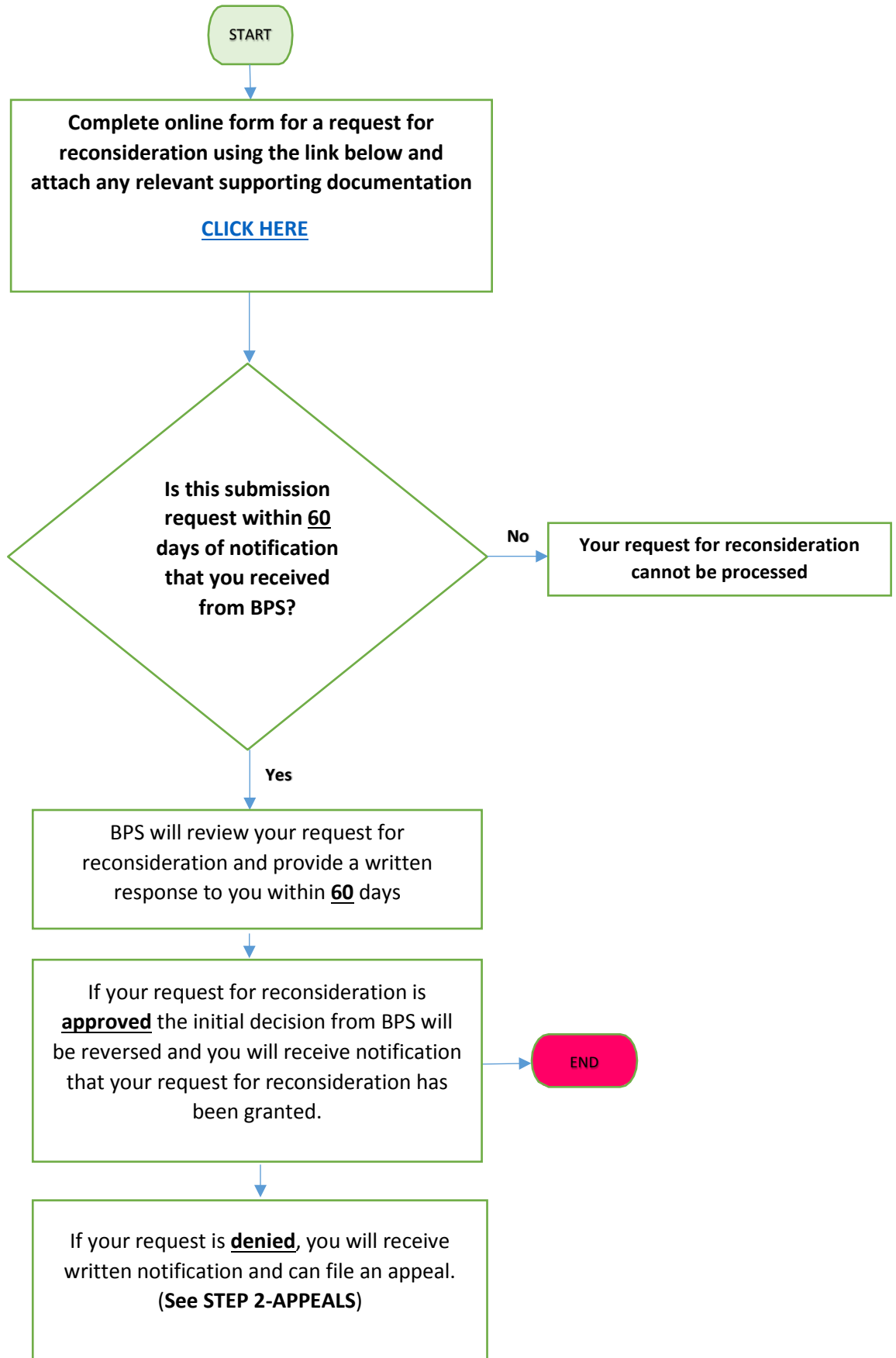
Exceptions to the Right of Appeal

1. The setting of a passing score which cannot be changed, but may result in a failure of the certification exam, may **not** be appealed.
 - NOTE: Validation of the accuracy of the scoring of an examination is permitted. To validate that an exam was properly keyed and scored, hand scoring of paper-based exams and a comparative review of computer-based exams will be conducted by the test administrator at the examinee’s written request and expense.
2. Existence of an eligibility requirement may **not** be appealed.

- NOTE: The Appeal Policy does provide for the appeal of the interpretation of the eligibility requirements in an individual applicant's circumstances
3. Content of the examination, such as poor questions or incorrect answers are subject to appeal, when received as feedback during the post-exam survey, however candidates may **not** have access to the examination or answer key as part of the appeal.

Flowchart for Reconsideration and Appeals Process

STEP 1:
RECONSIDERATION



**STEP 2:
APPEALS**

