



IBHRE Certification Grievance Policy

The following policy describes the procedure to be followed by the International Board of Heart Rhythm Examiners (IBHRE) Board of Directors or any other panel granted proper authority by the Board of Directors to investigate and ultimately decide upon grievances brought forward pertaining to individuals certified by IBHRE.

1. Upon receipt of written notification of a possible violation, IBHRE shall, in its sole discretion, decide to investigate the allegation or decline to act on the matter. Official notice of IBHRE's decision to pursue investigation will be sent to the claiming party within 30 days of receipt.
2. If IBHRE believes that there has been a possible violation of the conditions listed in the *Code of Ethics for IBHRE Certified Professionals*, IBHRE shall provide the accused party with written notice of the allegations.
3. The accused party will be granted 30 days from the date of notification to submit a written appeal / rebuttal of the claim to the IBHRE Board of Directors setting for in reasonable detail the facts and circumstances supporting the accused party's appeal / rebuttal. IBHRE may also conduct its own investigation of the accusation utilizing any and all resources at its disposal including but not limited to:
 - A. IBHRE official records including signed agreements submitted by candidate or certified professional
 - B. Archived records created and housed by IBHRE's contracted testing vendor
 - C. Relevant information requested from the employer of the candidate or certified professional
 - D. Relevant information requested from any credentialing or licensing board pertaining to professional designations or licenses presumed to be held by the candidate or certified professional
 - E. Relevant information requested from the law enforcement or governing body the jurisdiction under which the candidate or certified professional performs his or her activities

IBHRE shall use commercially reasonable efforts to conduct its own investigation reasonably promptly following receipt of the accused party's appeal / rebuttal.

4. If a written appeal/rebuttal is not received from the accused party by the prescribed deadline, IBHRE will make a final decision regarding the claim and determine appropriate sanctions based on the initial claim and any evidence collected by IBHRE in any independent investigation. IBHRE shall be under no obligation to conduct an independent investigation, and any determination to do so, shall be in the sole discretion of IBHRE.

5. If a written appeal/rebuttal is submitted by the prescribed deadline, IBHRE will postpone its final decision for 15 days during which time the Board of Directors will review the appeal and investigate any new evidence that may result from that review.

6. IBHRE will inform the grieving party and the accused party within 15 days of the final decision regarding the violation and the prescribed course of action. In the event that the accused party is found guilty of the violation in question, appropriate sanctions will be communicated in writing by IBHRE and will take immediate effect.

7. IBHRE will keep permanent record of all grievances and the decisions that result from the review of the IBHRE Board of Directors.

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