



CREST. Building trust in the digital world

Certification Appeals Handling Process

v8.0 [Issued, 14.04.2026]

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1. Definitions

- 1.1 “**Appellant**” in the context of this Appeals Handling Process, means an individual raising an appeal against CREST in connection with a CREST Examination. 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 “**Business Day**” means Monday to Friday (inclusive) except bank or public holidays in England, Wales, and Scotland.
- 1.3 “**Certification**” means the action or process of providing an individual with a qualification at a level of achievement in a CREST Examination.
- 1.4 “**CREST Assessor**” means a person appointed by CREST International having appropriate skills and experience to support CREST Examination activities.
- 1.5 “**CREST**” or “**CREST International**” means CREST (International), with Company Registration number 09805375, and any or all of his global businesses.
- 1.6 “**Examination**” means any formal collection of questions, prompts, or other items collected and offered with the intent of evaluating a Candidate’s ability, aptitude, knowledge, proficiency, performance, competency, or skill. Examinations will be deemed to be inclusive of all components of an evaluation instrument, whether written questions, hands-on tasks, or any other conceivable exercise including scoring criteria
- 1.7 “**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.
- 1.8 “**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 Appellants with a means of redress in the event of their dissatisfaction about CREST Examination or Certification processes, actions or decisions.
- 2.2. Appellants 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 Appellant.

3. The Procedure

- (i) An appeal can only be initiated once processes at Clauses 6 and 7 in the [CREST Complaints Handling Process](#) have been exhausted.
- (ii) Any appeal must be lodged with CREST within five business days from the closure of the complaint [see Clause 3(i)]. The appeal must be lodged using the [Support Portal Contact Form](#) on the website.
- (iii) CREST will acknowledge receipt of the appeal within three business days of its submission.
- (iv) The details of your appeal must include:
 - (a) What decision is being appealed; and
 - (b) The grounds for lodging the appeal; and
 - (c) 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 Appellant believes to be relevant to the appeal; and
 - (d) Copies of any and all relevant documents, exhibits, or other information the Appellant wants to submit in support of the appeal; and
 - (e) Any steps that CREST has already taken to resolve the issue prior to the appeal being made; and
 - (f) Any specific outcome that you seek from the appeal.
- (v) When lodging an appeal, Appellants must ensure that they do not breach the non-disclosure agreement, signed at the point of taking a CREST Examination, by divulging Examination content within their appeal.
- (vi) You must not make improper, false, vexatious or misleading representation within the appeal.
- (vii) The fee for lodging an appeal is £150 + VAT. CREST will acknowledge receipt of the appeal and a link for paying the fee will be included. For the avoidance of doubt, the appeal will not be investigated until the fee has been received. If the appeal is upheld, the fee will be returned to the Appellant.

3.1. Appeals Process

- (i) Your appeal will be investigated and considered by the CREST Product team.
- (ii) If necessary, an Appeals Committee will be formed 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 where relevant, and the Senior Product Manager responsible for Certifications. Other members of the Senior Management Team may be included where appropriate. If an appeal can be investigated without an Assessor, which will depend on the nature of the appeal, it will be.
- (iii) The result of the appeal will be sent via email to the Appellant within 20 business days of the appeal being received and will include the reasons for the outcome and any specific relief granted, if any.
- (iv) There will be no further recourse to appeal the decision taken by CREST.

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	4.0
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	5.0
a. 1 b. 1.2 c. 19.11.2025	Definition of business day added. Clauses 3(ii) and 3(iii) adjusted accordingly	Elaine A Luck	6.0
a. Title and change of team name b. N/A & 3 c. 23.03.2026	Title updated, Product team replaces Certification team, URLs added	Michael Keen	6.1
a. 3 b. 3i c. 14.04.2026	Updated URL and reference to clauses 6 and 7 in Complaints Process included for clarity.	Michael Keen	8.0
a. 3 b. 3ii c. 14.04.2026	URL for Support Portal Contact Form added	Michael Keen	8.0
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