Within 15 calendar day, AO sends a request for appeal

QM confirms the admissibility of the request and informs the AO, the RAC, the APM

QM gathers all relevant information related to the appeal case

Yes

TRRC reviews the information and makes recommendation on whether:
1) whether and how the decision can be amended;
2) whether the amended decision affects the recognition status of the AO
3) the Assessment Program should be updated as well

No

QM or APM prepares the Appeal Decision notification letter, including the rationale for the Appeal Decision

QM or APM sends the Appeal Decision notification letter to the AO

APM ensures the implementation of the Appeal Decision, including, if applicable, APM updates the Assessment Program

AO requested opportunity to be heard

Yes

RAC designates the TRRC Chairperson and members

No

QM notifies AO regarding insufficient documentation

Information provided by the AO is complete?

Yes

TRRC Chairperson schedules a hearing session

TRRC Chairperson leads the hearing session

TRRC reviews the information and makes recommendation on whether:
1) whether and how the decision can be amended;
2) whether the amended decision affects the recognition status of the AO
3) the Assessment Program should be updated as well

No

Risk for public health?

Yes

RAC designate the TRRC Chairperson and members

RAC reviews the appeal case and records the Appeal Decision and its rationale

RAC Chairperson signs the Appeal Decision notification letter

AO presents its case