**Challenges, Complaints and Appeals: Cover Page**

The complaint should identify the problem area and provide specific details and background information to support your concerns.

**All complaints and appeals must include clear supporting documentation and should be postmarked within 30 days for course-related appeals or within 90 days for other appeals**.

For additional information, please refer to the Challenges, Complaints and Appeals section of the CPS Certification Policies & Procedures Manual, which is available at <http://cert.safekids.org>.

**Requesting a course refund?** Use the **Emergency Fee Refund** form instead.

**All decisions by Safe Kids are final and may not be brought up for another appeal**.

Contact information – **PLEASE PRINT**

* Name:
* Mailing Address:
* City, State and Zip Code:
* Email address: Phone Number: (\_\_\_\_)

Reason for appeal: *(please check all that apply)*

❏ Assessment (written or skills)\* ❏ Technician/Instructor Skill\*

❏ Instructor Candidate Evaluation\* ❏ Other

❏ Recertification/Cert Expiration (emergencies only)

Date(s) of incident: \* Course ID # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**REQUIRED: Attach detailed documentation relating to your appeal, challenge or complaint.** An incomplete form or missing documentation may result in your appeal not being heard.

I certify that all statements made (above and attached) are complete and correct.

Signature: Date:

Return to Safe Kids by email ([certadvisor@safekids.org](mailto:certadvisor@safekids.org)) or mail to:

Safe Kids Worldwide – Certification Dept.

1255 23rd St NW #400

Washington, DC 20037