



FIRST EDITION / CORPORATE GOVERNANCE

APPEALS & COMPLAINTS POLICY

Aerospace Federation

FAIR PROCESS

INDEPENDENT DECISIONS

VERIFIED REMEDIES

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Relationship to existing files	Separate expanded policy. Existing AF source documents, prior policies and the final AF 9100:2026 files remain unchanged.
Distribution	Policy text may be published after authorized release. Completed case, declaration and personal-data records are protected according to their content.

Fair access. Independent review. Effective remedies.

This policy applies across governance, membership, committees, technical and assurance services, learning, events, awards, research, funding, partners, chapters and enabling functions. Requirements follow the actual relationship and lawful mandate; they do not create general authority over unrelated third parties.

Reading and implementation route

Read the numbered sections for requirements and responsibilities, then use the annexes for scope matrices, timelines, decision controls, communication models and records. The final annex identifies inherited AF requirements and the implementation controls added in this edition. Complete actual contacts, roles, approvals and jurisdiction-specific conditions before operational use.

“Shall” states a requirement following valid adoption; “should” states a recommendation; “may” states permission. Examples are synthetic. A template is evidence-capture space, not a completed approval or a factual public notice. Mandatory law and higher AF instruments retain their effect.

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Clause and annex identifiers control references. Page numbers show where each section begins.

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1 Purpose and service commitment

1.1 A federation-wide remedy system

Aerospace Federation shall receive, examine and resolve relevant complaints and decision appeals fairly, accessibly and without retaliation. The policy covers the whole federation: governance administration, membership, committees, standards, recognition, accreditation and other conformity work, education, events, awards, research, grants, investment collaboration, registries, partnerships, chapters and support processes. Its purpose is a reasoned remedy and systemic improvement, not a purchased favorable outcome or protection of an erroneous institutional statement.

1.2 Relationship to existing instruments

This policy expands AF-PL-012 and AF-PR-019 and operates with AF-CON-001 Articles 23 and 24. AF-PL-016 governs protected disclosures; AF-PL-018 governs privacy; AF-PL-019 governs conflict controls. AF-SR-001 and any applicable AF technical standard retain their substantive decision, protection and status requirements. This document does not amend AF 9100:2026 or create an appeal body with powers reserved to the Council, a court, a regulator or an arbitral tribunal.

2 Definitions and separate case routes

2.1 Complaint, appeal and protected disclosure

A complaint expresses dissatisfaction with an AF act, omission, service, conduct or administered process and seeks a response. An appeal seeks reconsideration of an identified decision by a person affected or validly represented. A protected disclosure concerns suspected wrongdoing and may require protection beyond ordinary service handling. An inquiry asks for information without necessarily contesting conduct or a decision. The substance controls routing; a person shall not lose an applicable remedy merely because the submission uses the wrong label.

2.2 Parallel and specialized matters

One submission may include a complaint, appeal, protected report, privacy request, technical incident and employment grievance. Create linked issue records with distinct owners and authority while preserving original receipt and shared evidence lawfully. Election challenges, constitutional-office proceedings, data rights and commercial disputes retain their specific rules. A corporate appeal does not automatically review an arbitral award or suspend an external statutory deadline. Explain the separation and avoid making the individual repeat the same submission unnecessarily.

3 Access, standing and non-retaliation

3.1 Who may use the process

Members, applicants, employees, volunteers, learners, credential holders, assessed organizations, suppliers, partners, event participants and relevant nonmembers may complain. A person may use an authorized representative; verify authority proportionately without demanding unnecessary identity documents. Relevant anonymous safety or integrity concerns shall be accepted and routed under AF-PL-016. Appeals require an identifiable affected decision and legitimate connection, but staff shall assist clarification rather than insist on a legal pleading or knowledge of AF clause numbers.

3.2 Accessible and safe participation

Provide clear instructions, actual monitored channels, reasonable language and format support and appropriate accessibility arrangements. No prescribed form is the exclusive entry route. A complaint shall not be rejected solely because the person is not a paying member, has criticized leadership or previously raised a concern. Prohibit adverse treatment for good-faith use of the process. Threatening or unsafe behavior may be managed proportionately, but restrictions shall preserve a safe route for relevant evidence, urgent protection and lawful remedies.

4 Authority and accountability

4.1 Administration and decision roles

The Legal and Integrity Coordinator administers receipt and case tracking. The relevant unimplicated service owner may resolve an ordinary factual or service issue within actual delegation. The Appeals Committee maintains a competence-based roster and allocates independent panels. Technical specialists supply bounded advice, and the accountable decision function retains its mandate. The Quality Manager tracks systemic correction; the registry

owner implements authorized status changes; the Information and Security Manager supports protected evidence. No administrative title confers power to change a technical result or constitutional office.

4.2 Leadership and independent oversight

The President and Presidential Council may resource the process and respond to systemic findings, but shall not dictate an individual outcome. An implicated person shall not choose the investigator or panel, control evidence access or retaliate. Where internal independence or competence is insufficient, obtain genuinely independent external support. Cases concerning the Appeals Committee itself use an unimplicated external allocation mechanism under the constitutional safeguards. Preserve unaltered findings and report material interference through AF-PL-016.

5 Receiving and registering a case

5.1 Minimum intake

Record original receipt time and time zone, channel, safe contact, identity or anonymity, representative authority if relevant, affected service or decision, issue, requested remedy, available evidence and urgent risks. An appeal should identify the decision date, notification date, grounds and requested outcome as far as known. Assign one case ID with linked issues; retain the submission and subsequent clarifications. Do not invent dates or require complete evidence as a condition of initial registration.

5.2 Channels and misdirection

Publish actual written, oral and assisted routes, responsible deputies and monitoring hours before operational release. An unintended recipient shall protect information and transfer it promptly through the appropriate secure route without resetting receipt. A channel outage requires an accessible alternative and preservation of delivery evidence. Do not advertise a hotline, portal or continuous monitoring until operationally verified. Annex C provides the deployment and intake fields. Imminent danger should be directed immediately to competent emergency or safety channels, not placed in an ordinary queue.

6 Acknowledgment and immediate triage

6.1 Early response

Acknowledge within five calendar days of receipt where safe contact is possible. State the case ID, issue classification, responsible independent route, expected timetable, any clarification needed, confidentiality limits and available support. Acknowledgment is not a determination of merit or an extension of a credential. Clarification shall be proportionate, with a fair opportunity to supply missing particulars. Where no safe response route exists, record that limitation and proceed with available relevant evidence.

6.2 Protection and evidence

Triage immediately for credible harm, safeguarding, retaliation, loss of evidence, unlawful access, false claims or compromised independence. Apply AF-PR-015 and the applicable scheme without waiting for the five-day acknowledgment or 60-day target. Record interim measures, decision authority, affected scope, review date and notifications. Protect the original decision record and adverse evidence from alteration. A precaution is not a final finding of guilt and shall not be presented as one.

7 Admissibility, grounds and time limits

7.1 Meaningful grounds

Appeal grounds may include material factual or calculation error, misapplication of the applicable rule or profile, inadequate evidence, procedural unfairness, denied response, undisclosed conflict, decision beyond authority, disproportionate remedy or relevant new evidence. A request to obtain a preference contrary to mandatory criteria cannot succeed; nevertheless, the panel shall examine a genuine challenge to the reasoning rather than dismiss it merely as disagreement. Distinguish a defect existing at the original decision from a changed configuration or later improvement requiring a new evaluation.

7.2 Submission and late admission

Ordinary appeals shall normally be lodged within 30 calendar days of notified decision. Record actual notification and a usable notice of the remedy. A justified late appeal may be admitted for new material evidence, access barriers, defective notice or other documented good cause, consistently and without extinguishing a more protective right. A later allegation of wrongdoing is not barred merely because the ordinary appeal period ended. Election-result challenges retain their distinct constitutional timetable; privacy and external legal deadlines require separate assessment.

8 Early resolution without loss of rights

8.1 Ordinary service correction

An unimplicated authorized owner may correct a manifest administrative error, explain a service issue, offer an appropriate refund or agree an operational remedy. Record the facts, authority, agreed action and whether each issue is resolved. Do not negotiate away a safety, integrity, technical or legal requirement. An informal conversation shall not be used to delay registration or allow an appeal period to lapse unnoticed. Explain the formal route and obtain informed agreement to a voluntary resolution.

8.2 No coerced settlement

No person shall be required to withdraw a protected report, buy training or membership, waive a non-excludable right, accept a confidentiality clause obstructing lawful reporting or abandon a legitimate technical challenge to receive a remedy. A complainant's withdrawal does not require AF to stop a necessary safety or integrity review. Compensation or contractual settlement requires actual delegated authority and legal review where needed; an appeal panel does not automatically control federation funds.

9 Independent panel selection and challenges

9.1 Three-person ordinary appeal panel

Ordinary constitutional appeals shall have three independent competent members allocated through the Appeals Committee's recorded procedure. Exclude persons involved in the original evaluation, review or decision and anyone materially implicated or conflicted. At least one member shall understand the relevant technical or service domain; external specialists may advise where necessary. Verify each member's current competence, availability, confidentiality and authorized access. The subject of the appeal shall not select their own panel or veto an independent competent person for preference.

9.2 Challenge and replacement

Notify the parties of the panel and its relevant independence information to the extent lawful. Provide a prompt route to raise a reasoned conflict or competence concern; a new conflict may be raised whenever discovered. An unimplicated appointing function decides the challenge, gives reasons and replaces a member when necessary. Preserve prior lawful work and identify what must be repeated; replacement does not reset case receipt or silently shorten the response opportunity. Confidential declarations remain protected while enough information is supplied to permit a meaningful challenge.

10 Case management and scope of review

10.1 Written directions

The panel shall establish the issues, applicable edition, authority, evidence needed, disclosure limits, submissions, hearing method if any, timetable, specialist support and possible remedies. Distinguish admissibility from the merits. Identify the evidential standard required by the controlling relationship before determining disputed facts; do not substitute a generic probability score for technical conformity or a legal standard. Notify the parties of material directions and keep a record of reasons for any later changes.

10.2 Competence boundaries

Review the issue actually contested and consequential systemic effects without expanding into an unrelated investigation by stealth. Additional serious concerns may be routed separately with fair notice. The panel may affirm, set aside, correct within competence, withdraw or remit a decision; it shall not award a certificate when required technical evidence is missing or create a new standard requirement. Corporate-office matters, protected elections and constitutional amendments remain within their own lawful processes.

11 Evidence, disclosure and hearings

11.1 Complete and reliable record

Obtain original applications, criteria, methods, samples, scores, reports, conflicts, reasons, notices and any relevant later evidence. Preserve failed runs, dissent and corrected versions. Give appropriate access to the material relied on, using redacted summaries or secure review when necessary to protect others and controlled information. A blanket claim of confidentiality shall not replace a fair opportunity to answer. Record unavailable evidence and its effect; do not reconstruct a stronger historical record as if it had existed.

11.2 Fair participation

Provide each affected party a meaningful opportunity to submit information and respond to material adverse points. A hearing may be written, remote or in person according to fairness, complexity and accessibility; apply AF-PL-015 to consequential remote evidence. Keep an accurate agreed or attributable record, interpreters' limits and any justified exclusion. The original decision maker may explain the record but cannot participate in panel deliberation or vote. Where lawful disclosure remains inadequate for a defensible adverse decision, remit or restrict the conclusion rather than assume the missing facts.

12 Technical and program-specific appeals

12.1 Assessment and credential cases

Apply the exact scheme, object route, profile, edition, evidence, uncertainty rule, competence and decision conditions. An appeal is not permission to average away a failed essential step or to treat a test of one configuration as proof for another. A valid original indeterminate measurement remains such unless the original rule was wrong or misapplied; a validated improved measurement may support a new decision without backdating conformity. Review sampling limitations, witnessing and the distinction between evaluator recommendation and independent decision.

12.2 Other service families

Membership cases address published eligibility, category, standing and fair procedure; education cases address criteria, marking, access and competent assessment; awards and grants address published merit rules, conflicts and evidence; event and procurement cases address actual terms and delegated remedies. Research disputes require attention to scientific method and rights. Election cases retain the Election Committee and constitutional challenge route. Annex A maps the full portfolio. The AF institutional logo or an individual's rank is not evidence supporting the merits.

13 Panel deliberation and reasoned decision

13.1 Participation and voting rule

As a new operating rule for an ordinary three-person panel, all three validly appointed members shall participate in the deliberation and at least two shall support the procedural or merits disposition, unless a controlling rule requires more. There is no casting vote. Replace a recused or unavailable member rather than decide with an undisclosed smaller panel. Record attendance, conflicts, questions, specialist advice, votes and material dissent. A vote cannot cure missing mandatory evidence, unlawful authority or an unresolved essential technical defect.

13.2 Content of determination

State each issue, jurisdiction and mandate, governing requirements and editions, material facts, contrary evidence, reasoning, outcome, remedy, affected scope, actual effective time, responsible implementers, deadlines and remaining review routes. An inconclusive record shall be described accurately. Distinguish overturning an original error from accepting a later change. A refusal to grant the requested remedy shall explain why another lawful remedy is or is not appropriate. Preserve the signed determination and any minority reasoning under controlled access.

14 Timeliness, extensions and pending status

14.1 Controlling timetable

Provide an initial substantive complaint response within 30 calendar days and normally determine an ordinary complaint or appeal within 60 calendar days from receipt. A necessary extension shall be reasoned, approved through unimplicated authority, notified with a revised date and followed by progress at least every 30 days. A change of route, panel or request for information does not automatically restart the clock. More protective rights and earlier legal or technical duties remain active; case administration shall track them separately.

14.2 Status during the process

Filing a complaint or appeal does not automatically stay protective action, restore a suspended credential, validate an expired period or extend a license. The appropriate independent authority may vary an interim measure only on actual evidence, lawful power and equivalent protection. Preserve separate membership, program, operator, credential and complaint states. A two-day registry-update obligation follows an actual technical status decision; it is not a two-day deadline for deciding the entire appeal.

15 Remedies, implementation and public corrections

15.1 Accountable implementation

Assign every remedy to a named role with authority, resources, due date and effectiveness evidence. Remedies may include corrected records, reasoned reconsideration, additional independent assessment, restored service, revised process, refund within delegation, restricted scope, withdrawal or a lawful referral. A successful appeal shall not depend on buying an unrelated AF service. If new technical testing is genuinely necessary, disclose the reasonable cost basis and obtain appropriate agreement; costs shall not be punitive or conceal an AF-caused error.

15.2 Verification and affected populations

Verify the remedy rather than close the case on a promised action. Examine other cases affected by the same calculation, method, bias, competence or system defect. Correct public statements and status records proportionately and preserve the earlier history. Do not publish sensitive allegations or personal details merely to demonstrate transparency. A change to a technical result shall use its independent decision and registry process; a service complaint outcome shall not silently rewrite a certificate.

16 Privacy, confidentiality and records

16.1 Protected handling

Use AF-PL-018 and AF-GD-003 for lawful purpose, minimum data, access, secure transfers, notices and retention. Separate reporter identity, personnel-sensitive information and restricted technical evidence from the general case register. Parties' access rights and fairness shall be evaluated individually, not treated as blanket access to all files. Do not promise absolute secrecy or upload case evidence to unapproved AI services. Automated triage or transcription requires validation and accountable review; it cannot be the final independent authority.

16.2 Retention and authentic history

Retain necessary R09 evidence and decisions normally for seven years after closure or the last related decision, subject to law and justified holds. Technical case evidence retains applicable R06 obligations; corporate resolutions remain permanent. Minimize incidental data and assess each attachment rather than treating all material as equally necessary. Preserve receipt, notices, versions, original and revised decisions, dissent, remedy verification and access history. A deletion request is assessed lawfully; it neither automatically defeats a hold nor permits indefinite retention without purpose.

17 Fees, representation and support

17.1 Fair cost policy

Receiving ordinary complaints and protected safety or integrity concerns shall be free. This edition additionally sets a no-filing-fee rule for ordinary AF administrative appeals; that is an AF policy choice, not a universal legal rule. Optional independent representation is at the party's arrangement unless law or a separately authorized support scheme provides otherwise. Any necessary new technical evaluation cost must be separately justified and transparent. An invoice dispute shall not be used to block an urgent concern or access to a non-excludable remedy.

17.2 Reasonable assistance

Explain the process, help identify the decision and provide reasonable format, language or accessibility support without becoming one party's advocate or fabricating their case. A support person or representative shall respect confidentiality and the participant's actual instructions. Safeguarding or capacity concerns require appropriate specialist arrangements. No participant shall be pressured to give unnecessary sensitive information in order to obtain ordinary assistance.

18 Duplicate, withdrawn and abusive communications

18.1 Repeat submissions and closure

Link duplicates and tell the person which case contains the substantive issue. A reasoned final disposition may address repeated identical points without restarting a complete review, while genuinely new material evidence, retaliation or systemic concerns must be assessed. Record withdrawals and their scope; do not infer that an allegation was false. A formal withdrawal does not extinguish necessary safety protection, mandatory reporting, correction of a false public claim or a different person's rights.

18.2 Proportionate communication limits

Manage threats, excessive repetitive contact or harassment through a reasoned unimplicated review. Any restriction shall identify the behavior, duration, safe alternative and review route. Do not deny a remedy merely because a complainant is persistent, distressed, uses critical language or has disability-related communication needs. Preserve a channel for new material information, urgent protection and legal notices. Intentional false allegations require their own fair evidence-based determination; unsuccessful appeals are not misconduct.

19 External bodies, disputes and jurisdiction

19.1 Other rights remain available

Inform parties that AF proceedings do not replace courts, public authorities, professional regulators, employment forums or other non-excludable remedies, and do not suspend their filing periods. Internal exhaustion or AF permission shall not be imposed on lawful external reporting. Share information with another body only under a valid basis, appropriate authority and minimum necessary scope. A referral is not a statement that the allegation has been proven.

19.2 Commercial arbitration and AF-party matters

Mediation, expert determination and commercial arbitration require their separate valid agreements and rules under AF-CON-001 Article 24 and AF-HB-005. Membership or this policy alone does not create arbitral consent. A corporate panel is not an appellate tribunal for an arbitral merits award. Where AF is a party to a commercial dispute, institutional administration and appointments shall use the agreed genuinely independent external arrangement; AF leadership may not direct the neutral's decision.

20 Learning, review and release

20.1 Monitoring the system

Review timeliness, independence, access barriers, recurring causes, overturned errors, remedy completion, confidentiality incidents and retaliation indicators quarterly. Report denominators and missing data; low complaint volumes and a high rejection rate are not quality indicators by themselves. Audit the entire intake-to-remedy trail annually under AF-HB-009, including adverse, late, anonymous and declined cases. Train handlers and panel members before independent assignment and after material change. Use the synthetic cases in Annex G to test the process without inventing real claims.

20.2 Adoption and transition

Record actual approval, effective date, independent roster, channels, delegated remedies, record systems and readiness through AF-FR-001 and AF-ML-001. Resolve affected procedural differences openly under the proper authority; earlier files are not silently revised. Pending cases shall have a documented transition preserving accrued rights and original chronology. Review this policy annually and after material legal, constitutional or scheme change. Annex H separates inherited requirements from new operating details.

Annex A — Case route and remedy matrix

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

Whole-federation routing

Issue	Competent route / boundary
Admission, membership category or good standing	Membership owner for manifest correction; independent appeal for disputed decision. Preserve Article 7 discipline safeguards.
Committee candidacy, electoral roll or result	Election procedure under Articles 15 and 23; independent external specialists for an implicated Election Committee.
Standard consultation or publication procedure	Independent procedural review; substantive technical changes return to the authorized normative process.
Recognition, accreditation, certification or qualification	Independent technical appeal using exact route/profile; no waiver of essential evidence or status clocks.
Training, examination or personnel assessment	Marking/competence review under the actual profile; distinguish attendance from a technical credential.
Event service, access, cancellation or exhibitor terms	Service complaint and contractual remedy within actual financial authority; conduct/safety issue separately protected.
Award, competition or grant outcome	Published eligibility and merit-review rules; preserve original scores and jury independence.
Research, publication or intellectual-property issue	Scientific/rights review; misconduct may also be a protected case; contractual adjudication remains separate.
Supplier, payment or partnership dispute	Contractual owner and finance within delegation; independent complaint handling; no assumed arbitral jurisdiction.
Data-rights request or privacy complaint	Privacy route and actual legal clock; AF administrative appeal does not extend statutory response.
Conduct, retaliation or leadership interference	Protected independent route; constitutional office or employment action remains with its proper authority.
Technical emergency or cybersecurity incident	Immediate operational protection and relevant reporting; complaint administration continues separately.
Commercial arbitral award	Applicable agreed arbitral/judicial route, not an AF ordinary merits appeal.
Unrelated third-party conduct	Assess AF nexus and lawful referral; no claim of general jurisdiction.

Annex B — Timetable and procedural safeguards

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

Applicable clocks

Trigger / action	Period / distinction
Complaint/appeal received	Acknowledge within 5 calendar days where safe contact exists; receipt date is preserved.
Corporate complaint initial substantive response	Within 30 calendar days of receipt.
Ordinary determination	Normally within 60 calendar days of receipt; reasoned necessary extension, revised date and progress at least each 30 days.
Ordinary appeal submission	Normally within 30 days after notified decision; documented good cause/more protective rights considered.
Election-result challenge	Article 15.10: file within 15 days of notification; normally resolve within 30 days. Do not substitute the ordinary 30/60 route.
Member disciplinary response	At least 21 calendar days under Article 7; not the same as the appeal filing clock.
Director-removal proceeding	Article 13: at least 30 days' notice and independent investigation; no new removal authority.
Critical technical concern	Immediate protection and applicable 24-hour notification/status duties; AF 9100/AF-SR-001.
Technical status decision	Registry updated within 2 calendar days; the decision, not mere complaint receipt, is the trigger.
External/data-rights time limits	Jurisdiction-specific; no automatic pause or extension because an AF case is open.

Synthetic example: a decision notified 30 September 2026 has an ordinary appeal submission date of 30 October. An appeal received 12 October is acknowledged by 17 October and ordinarily determined by 11 December. An election-result challenge based on a 30 September notice instead has a 15 October filing date. Exact time zones, service evidence and more protective controlling rules must be recorded.

Annex C — Contact deployment and intake forms

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

AC-C01 | Operational contact release

Field	Instruction and entry space
Written/oral intake	Actual monitored channels, responsible owner/deputy, languages, monitoring hours and safe alternatives. Record: _____
Independent appeal route	Actual Appeals Committee/registrar route and unimplicated fallback when that function is concerned. Record: _____
Service instructions	Accessible submission instructions, emergency warning, privacy information and verified response capability. Record: _____
Release checks	Test ordinary receipt, wrong-recipient transfer, outage, safe response, restricted records and independent allocation. Record: _____

AC-C02 | Complaint or appeal record

Field	Instruction and entry space
Identity and safe contact	Optional complainant details; affected appellant/representative authority where needed; confidentiality requests. Record: _____
Receipt and decision	Case ID, receipt date/time/zone, contested decision/version and actual notification. Record: _____
Issues and grounds	Facts, suspected error, relevant criterion, requested remedy, existing evidence and uncertainties. Record: _____
Routing and protection	Complaint/appeal/protected/rights/election/technical links; urgent needs; applicable clocks and case owners. Record: _____
Admissibility decision	Authority, timeliness, late-admission reasons if relevant, clarification and communicated next steps. Record: _____

Do not make use of these forms mandatory for intake. No live address, hotline or roster is created by the template.

Annex D — Panel independence and case management

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

AC-D01 | Panel appointment and challenge

Field	Instruction and entry space
Panel mandate	Case, scope, constitutional/scheme authority and exact expected disposition. Record: _____
Three members	Names, roles, domain competence, availability, actual appointment and acceptance. Record: _____
Independence	Original roles checked; ownership/employment/consultancy/personal interests; exclusions and no respondent selection. Record: _____
Authorized access	Information classes, protected evidence route, conflicts before disclosure and needed specialist advice. Record: _____
Party notification/challenge	Notice date, relevant disclosed particulars, grounds received, unimplicated decision and replacement if required. Record: _____

AC-D02 | Directions and deliberation

Field	Instruction and entry space
Issues and standard	Requirement/version, factual questions, applicable evidential standard and limits of mandate. Record: _____
Evidence and response	Original file, requested material, lawful disclosure/redaction, submissions, hearing/support and deadlines. Record: _____
Deliberation	All three participated; votes, dissent, technical uncertainty and reasons; no casting vote. Record: _____
Decision integrity	At least two support the disposition; mandatory evidence/authority satisfied or matter remitted. Voting cannot create missing conformity. Record: _____

Annex E — Decision, remedy and closure pack

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

AC-E01 | Reasoned determination

Field	Instruction and entry space
Case and authority	Parties, issues, actual decision mandate, panel and applicable versions. Record: _____
Evidence assessment	Material facts, favorable/contrary evidence, method, uncertainty and response considered. Record: _____
Finding by issue	Uphold/set aside/correct/withdraw/remit; distinguish original error from later change. Record: _____
Remedy and status	Exact affected scope, lawful action, actual effective time, separate membership/technical/publication impacts. Record: _____
Implementation	Responsible owner, resources, due date, notification and independent effectiveness evidence. Record: _____
Further routes	Applicable internal/external options, deadlines if verified, protection and data-rights boundaries. Record: _____
Authenticity	Participation, vote, dissent, signatures/date, linked source records and preserved prior decision. Record: _____

Model notice: “The panel has determined [issues] under [authority/rules]. The outcome is [result] for [exact scope], for the reasons in [decision]. [Owner] will implement [remedy] by [date]. The relevant status is [actual status]; this notice does not extend any other credential. Further review options are [verified routes]. Protected and non-excludable rights remain available.”

Annex F — Retention, disclosure and restricted communication

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

Record group

Record group	Handling and disposition
Minimal register	ID, route, receipt, owner, milestones and state; no unnecessary allegations or reporter identity in broad dashboards.
Identity and support information	Separate restricted file; disclose only when necessary and lawful. Do not attach to public determinations.
Evidence and reasons	Version-controlled R09 dossier; necessary evidence normally 7 years after closure/last related decision, subject to law and holds.
Technical scheme record	Retain applicable R06 and AF 9100/AF-SR-001 evidence; protect controlled information and exact historical status.
Corporate resolution	Permanent constitutional/corporate record; incidental personal evidence handled separately.
Public correction	Publish sufficient authentic information to prevent misleading use; no unnecessary private allegation or confidential technical data.
Communication restrictions	Document behavior, need, duration, safe alternative and review; preserve new evidence, urgent and legal routes.

Before disclosing a mixed file, assess each document and affected person. Use lawful redaction, a meaningful summary, secure access or a reasoned limited withholding. Disclosure of privileged or controlled material requires competent authorization; a blanket “confidential” stamp shall not defeat every response right.

Annex G — Worked cases and effectiveness measures

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

Synthetic case

Synthetic case	Expected disposition
Wrong expiry entered in registry	Check authentic decision and correct the clerical entry with history; do not create a new grant.
Nominal measurement is within limits but uncertainty overlaps	Examine the pre-agreed rule. A valid original indeterminate result is not turned into a pass by preference.
Applicant alleges panel member consulted for them recently	Conflict-screen before access; replace where excluded; repeat affected independent work and preserve receipt.
Appeal submitted late because notice went to an unapproved address	Examine actual service and good cause; no automatic rejection based on an unreliable notification date.
Suspended holder files an appeal one day before expiry	Neither suspension nor expiry automatically ends; only lawful evidence-based status decisions change them.
Sponsor asks to reverse a grant/award decision	Refuse influence; record/protect evidence; assess a separate conflict or protected concern.
Privacy request arrives within a complaint	Separate legal clock and lawful data-rights response; do not wait for the complaint to close.
Arbitral party challenges a merits award	Explain competent arbitral/judicial route; investigate only a separate AF administrative matter within mandate.

Synthetic metric: 12 of 15 remedies due in a period were independently verified effective: 80%. Three promised but unverified actions remain open. Timeliness reports shall separately identify paused/extended matters, their legal basis and original age; an extension must not manufacture on-time performance. Track access, independence and recurrence as well as speed.

Annex H — Source alignment, adoption and controlled release

NORMATIVE CONTROLS; EXAMPLES AND MODEL ENTRIES ARE INFORMATIVE

This annex distinguishes established AF requirements from the additional implementation controls authored for this policy. It does not amend a source document, authenticate a historic approval or establish that a reporting channel, appointed officer or digital service is already operating.

Inherited AF requirements and interfaces

Source	Preserved requirement / implementation interface
AF-CON-001 Articles 7, 13, 15, 23–24	Protected response/office/election routes; ordinary three-person independent appeal and constitutional clocks.
AF-PL-012; AF-PR-019; AF-FR-017	Accessible case record, five-day acknowledgment, original evidence, fair review and independent remedies.
AF-SR-001 Clause 23 / Annex I; AF 9100 AG/AI	Technical case independence, continuing status and unchanged protection/notification deadlines.
AF-PL-013; AF-HB-009; AF-GD-003	Conduct, non-retaliation, audit, verified systemic correction and controlled records.

Additional controls in this edition

Control	Nature and approval boundary
All-three participation; at least two votes; no casting vote	New ordinary-panel operating rule; no override of a stronger controlling rule or technical evidence gate.
No ordinary administrative appeal filing fee	New access policy. Necessary new technical evaluation is separately justified; no purchased outcome.
Expanded route and remedy templates	New implementation detail; no assumed external jurisdiction or changed source powers.

Controlled AF references: AF-CON-001; AF-QM-001; AF-ML-001; AF-PL-012; AF-PL-013; AF-PL-015; AF-PL-016; AF-PL-018; AF-PL-019; AF-PR-001; AF-PR-004; AF-PR-005; AF-PR-015; AF-PR-018; AF-PR-019; AF-HB-005; AF-HB-009; AF-GD-003; AF-SC-001; AF-FR-001; AF-FR-003; AF-FR-016; AF-FR-017; AF-SR-001; AF 9100:2026. Use the applicable current effective version. Where an older corporate instruction conflicts with the Constitution, record the conflict and complete the required controlled change; this file does not silently rewrite the earlier file. AF 9100:2026 remains unchanged.

Adoption and implementation record

Field	Instruction and entry space
Exact text	Record AF-PL-017, Appeals & Complaints Policy, First Edition, Revision 00, 30 September 2026 and the approved file identity. Record: _____
Authority and approval	Identify actual approving organ/delegation, decision, reviewers, date and authenticated signatories. Record: _____
Commencement and transition	Enter the real effective date; affected contracts, rights, documents and pending cases; notices and transition actions. Record: _____
Owners and channels	Identify competent role holders/deputies, independent escalation, actual monitored contacts and operating hours. Record: _____
Readiness evidence	Record training, secure access, channel/record tests, case rehearsal and remaining restrictions. No fictitious test result. Record: _____
Master List and review	Add the proposed entry only through AF-FR-001 and AF-ML-001; assign next review and implementation checks. Record: _____

Proposed Master List entry: AF-PL-017 | Appeals & Complaints Policy | Policy | First Edition | Revision 00 | 30 September 2026 | Approval/effectivity: enter actual record. R01 publication lineage; completed records follow their substantive record classes. Existing Master List and source files remain unchanged by delivery of this policy.