



# Iran Management Consultants Association

## Bylaw on Appeals, Complaints, and Professional Misconduct Procedures in the Certified Management Consultant (CMC) Certification Process

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Section / Content	Date of Revision	Revision No.	Description / Reason for Change
Entire Document	30 April 2023 (11/02/1402)	02	Comprehensive revision based on the 07th edition of the CMC Bylaw (Code: CMC-B-01).
Document Code	16 June 2025 (27/03/1404)	03	Code updated in accordance with the latest revision of the Document Control Procedure (CMC-P-01) and related changes.

CMC-B-02

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## Article 1 – Purpose

This bylaw has been developed to ensure fairness, transparency, impartiality, and accountability throughout the assessment, issuance, and maintenance of the Certified Management Consultant (CMC) designation.

It establishes a formal, effective, and equitable mechanism for handling *appeals*, *complaints*, and *professional misconduct* cases in accordance with the requirements of the International Council of Management Consulting Institutes (ICMCI) and ISO/IEC 17024.

## Article 2 – Definitions

- **Appeal:** A formal request by a candidate to review a decision made during the CMC assessment or certification process.
- **Complaint:** An expression of dissatisfaction with the behavior, performance, or decisions of individuals, assessors, or administrative units involved in the certification or recertification process.
- **Professional Misconduct:** Any behavior or action by a CMC certificate holder that violates the Code of Professional Conduct or IMCA regulations.
- **Complainant:** Any individual or entity submitting an official, written complaint or appeal.
- **CMC Department:** The operational body of the CMC Commission within *GAMA Company*, responsible for implementing certification, recertification, monitoring, and recordkeeping procedures.
- **CMC Commission:** The principal decision-making body responsible for certification policy, oversight, and ensuring compliance with ICMCI and ISO/IEC 17024 requirements.
- **Complaints and Misconduct Committee:** An independent committee composed of members not involved in the initial assessment or decision-making process, responsible for impartial investigation and resolution of appeals, complaints, and misconduct cases.

## Article 3 – Scope of Application

This bylaw covers:

- Appeals against decisions made during the CMC evaluation or certification process.
- Complaints regarding processes, assessor behavior, or administrative operations.
- Ethical or professional misconduct by CMC-certified consultants.

## Article 4 – Governing Principles

- Full impartiality and independence of committee members.
- Confidentiality and protection of all parties' rights.
- Prohibition of discrimination or retaliation.

- Transparent and timely case handling.
- Formal registration and documentation of all proceedings.

## Section I: Appeals Handling

### Article 5 – Submission of Appeals

- A candidate may submit a written appeal within **15 working days** of receiving the official assessment result or final decision.
- The appeal must be submitted using **Form CMC-F-01-B02**, including full identification details, appeal subject, and supporting evidence.
- The **CMC Department** shall acknowledge receipt within **10 working days** and forward the case to the **Complaints and Misconduct Committee**.

### Article 6 – Appeal Review Process

- **Hearing Session:**  
The committee shall convene a review session within **30 working days** of referral. During the session:
  - The appellant’s explanations shall be heard.
  - Assessors’ and Commission documentation shall be reviewed.
  - Independent experts may be invited if necessary.
- **Decision Pathways (Flowchart Ref: CMC-B-02-A1):**  
After reviewing all evidence, the committee shall decide to:
  - **Reject the appeal** due to insufficient evidence.
  - **Request additional documentation** for re-examination.
  - **Require reassessment or re-examination** at the candidate’s expense.
- **Recording and Notification:**
  - The committee’s decision must be documented in **Form CMC-F-02-B02** and approved by the **CMC Commission**.
  - The final, binding decision shall be communicated to the appellant within **5 working days** after approval.

## Section II: Complaints Handling

### Article 7 – Submission of Complaints

- Any individual or organization may file a written complaint regarding the behavior, performance, or procedural issues in the CMC certification process using **Form CMC-F-01-B02**.
- The complaint must be filed within **15 working days** of the incident or its discovery.

- The **CMC Department** shall register the complaint and forward it to the **Complaints and Misconduct Committee** within **10 working days**.

## **Article 8 – Complaint Investigation Process**

- The committee may request additional information from involved parties if required.
- A formal hearing shall be held within **30 working days**.
- Possible committee decisions include:
  - **Rejection** due to insufficient evidence.
  - **Warning or mandatory retraining** for the person or unit concerned.
  - **Recommendation for process improvement** to the **CMC Commission**.
  - **Referral to the Misconduct Committee** if a violation is confirmed.
- The final decision shall be recorded in **Form CMC-F-02-B02**, communicated to both the complainant and the CMC Commission, and officially archived.

## **Section III: Professional Misconduct**

### **Article 9 – Definition of Misconduct**

Professional misconduct may include (but is not limited to):

- Violation of the **Code of Professional Conduct**.
- Submission of false information during certification or renewal.
- Verified client or stakeholder complaints.
- Failure to meet Continuing Professional Development (CPD) requirements.
- Legal conviction for offenses damaging to professional reputation.
- Any action harming the integrity or reputation of the IMCA or the CMC designation.

### **Article 10 – Misconduct Handling Process**

- **Registration and Referral:** Reports or complaints are filed using **Form CMC-F-01-B02** and referred to the **Misconduct Committee**.
- **Investigation:** The committee collects evidence and may request written or oral explanations from the consultant.
- **Hearing and Decision:**  
Following deliberation, the committee may recommend:
  - Written warning,
  - Temporary suspension of certification,
  - Restriction of certification scope, or
  - Full revocation of certification.
- The decision is recorded in **Form CMC-F-02-B02**, approved by the **CMC Commission**, and communicated to the consultant.

- The consultant has the right to **appeal within 15 working days** in accordance with Section I.

#### **Article 11 – Suspension and Revocation of Certification**

- Suspension shall not exceed **12 months**, and conditions for reinstatement shall be clearly stated.
- During suspension, the use of the CMC title and its privileges is strictly prohibited.
- Revocation implies permanent cancellation of the certificate, and all revocations shall be reported to **ICMCI**, relevant authorities, and published on the IMCA website.

#### **Article 12 – Confidentiality and Impartiality**

All proceedings must be conducted with strict confidentiality, impartiality, and fairness. Any member with a conflict of interest shall withdraw from participation and voting.

#### **Article 13 – Recordkeeping**

All documentation, correspondence, decisions, and minutes related to appeals, complaints, and misconduct cases shall be securely maintained by the **CMC Department** and made accessible only upon written authorization from the **Chair of the CMC Commission**.

#### **Article 14 – Review and Approval**

This bylaw has been approved by the **CMC Commission of the Iran Management Consultants Association (IMCA Iran)** and is effective upon ratification. It shall be reviewed every **three years**, or earlier if ICMCI requirements are updated.

#### **Referenced Documents:**

- Code of Professional Conduct for Management Consultants (Ref: CMC-B-01-A3)
- Ethical Commitment Form for Certified Consultants (Ref: CMC-F-04-B01)
- CMC Consultant Agreement Form (Ref: CMC-F-03-B01)
- CMC Competence Framework (Ref: CMC-B-01-A1)