Accreditation Appeal Policy

Version 1.0 | Effective November 13, 2026 | Approved by the Executive Director | Supersedes all earlier versions

DOMAC is committed to maintaining a fair, transparent, and consistent accreditation process. Institutions that receive a decision denying accreditation may request a formal appeal in accordance with this policy.

1. Grounds for Appeal

Appeals must be based on one or more of the following:

- Evidence that required documentation was not fully considered
- Submission of additional information relevant to accreditation standards
- Identification of a procedural error in the review process

Appeals may not be submitted solely on the basis of disagreement with the committee's professional judgment.

2. Appeal Submission

A written request for appeal must be submitted to the Executive Director using the Application Appeal Form on the DOMAC website within 30 days of the date of the decision letter.

The request must clearly outline:

- The basis for the appeal
- Any new supporting documentation
- The specific standards or criteria in question

Supporting documents can be uploaded with the form. If a file is too large to upload, email it to info@officemanagers.ca and name the program and the date on the form.

3. Appeal Fee

Appeal Fee (non-refundable)	**$650**
This fee covers administrative handling and reassessment by the Certification Committee. If an appeal results in accreditation being granted, DOMAC may, at its discretion, credit the appeal fee toward the first year of the accreditation term.	

An invoice for the Appeal Fee will be sent to the email address given on the form within 2 business days of receiving the appeal request. The fee is due within 10 business days of the invoice date, and DOMAC sends one reminder before the due date. Appeal processing will begin once payment is confirmed. If the invoice is not paid, the appeal lapses. If the 30-day appeal period has not ended, the program may submit the form again and DOMAC will issue a new invoice for the same fee.

4. Appeal Review Process

Appeals are reviewed by members of the Certification Committee who were not involved in the original decision. If fewer than two such members are available, DOMAC will appoint an independent reviewer. Reviewers with a conflict of interest do not take part. The determination following appeal review is final.

A written appeal decision will be provided within 30 days of DOMAC receiving the written appeal request and confirming payment of the Appeal Fee.

5. Resubmission Option

Programs that do not pursue an appeal, or that are unsuccessful on appeal, may submit a new application at any time once identified deficiencies have been addressed. A new Application and Assessment Fee of $1,250 will apply.

If a program’s accreditation lapses and renewal is not received within 60 days of the renewal due date, a full new application and current Application and Assessment Fee will also be required before accreditation can be reinstated.

Questions regarding the appeal process may be directed to the Executive Director at info@officemanagers.ca.