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version: "1.0.0" language: "en" generated\_at: "2025-10-17T08:42:56Z"

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# Human Oversight — Standard Operating Procedure

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## Triggers

- Borderline scores (0.45–0.55)
- Low-confidence explanations
- Customer appeals

## Process

Two-person review → decision documented → audit log updated.

KPIs: override ratio, appeal turnaround time.

## Tools

Explanation viewer; appeals portal; audit log.