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Appeals & Feedback Process

Demo Organization - Credit Scoring AI

Appeals Channel

Channel: support@company.com

SLA: 5 business days

Responsible: support@company.com

Process

1. User submits appeal via support@company.com (case ID assigned)
2. Analyst reviews within 5 business days
3. Re-evaluation performed; rationale recorded
4. Decision communicated to user
5. Systemic issues fed into improvement backlog: Continuous improvement based on monitoring results

KPIs

- Time-to-close: ≤ 5 days
- Percentage overturned: tracked
- User satisfaction: monitored

Audit Frequency: quarterly

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