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version: "1.0.0" language: "en" generated_at: "2025-10-17T08:42:56Z"

Appeals & Feedback Process

1. User submits appeal via portal/email (case ID assigned).
2. Analyst reviews within 2 business days.
3. Re-evaluation; rationale recorded; decision communicated ≤ 10 business days.
4. Systemic issues fed into model improvement backlog.
KPIs: time-to-close, % overturned.

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