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template\_id: appeals\_flow\_v1 iso\_clauses: ["B.8.3"] ai\_act: ["Art. 68","FRIA"]  
version: "1.0.0" language: "en" generated\_at: "2025-10-17T08:42:56Z"

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## Appeals & Feedback Process

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

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