

# PENTORA GROUP

## Appeals Policy

Policy 2 of 10 | Version 1.0 | April 2026

<b>Organisation</b> Pentora Group Inc.	<b>Jurisdiction</b> Toronto, Ontario, Canada	<b>Sector</b> Energy — Oil & Gas / CPD
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### 2.1 Purpose

This policy provides a fair and transparent process for participants who wish to appeal a decision made by Pentora Group, including assessment results, certificate eligibility, or complaint outcomes.

### 2.2 Grounds for Appeal

A participant may appeal on the following grounds:

- The assessment or decision was not conducted in accordance with stated procedures.
- There were circumstances affecting performance that were not taken into account.
- There is evidence of administrative error in the recording or calculation of a result.
- The complaint outcome was not fairly determined.

### 2.3 How to Submit an Appeal

Appeals must be submitted in writing to [info@pentoragroup.com](mailto:info@pentoragroup.com) with the subject line: APPEAL — [Course Name / Decision Type] within 10 business days of receiving the original decision.

The appeal must include: the participant's full name, the decision being appealed, the grounds for appeal, and any supporting evidence.

### 2.4 Appeals Procedure

1. Acknowledgement: The appeal will be acknowledged within 3 business days.
2. Independent Review: All appeals are reviewed by a senior member of Pentora Group not involved in the original decision, or an external reviewer where appropriate.
3. Outcome: A written decision will be issued within 15 business days of receiving the appeal, with clear reasoning.
4. Final Decision: The outcome of the appeal process is final within the scope of Pentora Group's internal procedures.

### 2.5 No Disadvantage

Submitting an appeal will not result in any disadvantage to the participant's standing or future enrolment with Pentora Group.

<b>Approved by</b> Dr. Annick N. Adjei, PhD	<b>Date</b> April 2026
<b>Role</b> Founder & Director, Pentora Group Inc.	<b>Review Date</b> April 2027