

| Application Appeals Process

Purpose

The purpose of this procedure is to describe appeals process for accreditation applications that are rejected by ecmk.

Scope

This procedure relates to all strands and regions.

No changes to this procedure are permitted without the authorisation of the Scheme Manager.

Responsibilities

The Scheme Manager has overall responsibility for the implementation of this procedure, for ensuring that all staff have access to the current issue of the procedure and that they are adequately trained or experienced to carry out the tasks specified.

Procedure

All appeals are free of charge to the applicant and do not affect the statutory rights of the applicant. Appeals must be made within 6 weeks from the time the applicant has been informed of the rejection.

All appeals must be received in writing and addressed to the Scheme Manager.

All appeals will be logged and recorded on the Assessor Hub and Help Desk Ticketing system.

Upon receipt of an appeal the Scheme Manager will review the application again taking into consideration any additional comment or supporting documentation supplied by the applicant.

The Scheme Manager will normally reply to the applicant within 5 working days of receipt of the appeal and if the decision is unchanged will advise the applicant. The applicant may then choose to refer the case to the third party appeals panel who should return their conclusions within 15 working days. (see ACC-006)

If the appeal has been rejected, then the applicant need not reapply within 3 years of the rejection date.

Version	Description of Change	Editor	Date of issue
1.1	Initial Publication	Stephen Farrow	04/04 2016
1.2	Format Review	Katie Parr	16/06 2022
1.3	Periodic Review	Joe Mellon	12/08 2022
1.4	Formatting	Chris Wilkes	02/10 2022
1.5	Periodic Review	Joe Mellon	04/10/2023
1.6	Document Review	Kirsty England	17/10/2024