

Service Accreditation Scheme

Appeal Procedure

Please refer to Part III of the Service Accreditation Scheme.

Applicants have the right to appeal against the final assessment decision. All assessment reports of unsuccessful applications are verified by an individual external to the normal assessment process, but who is familiar with the Scheme and the criteria therein.

The grounds for appeal can only be:

- that the published procedure in the Service Accreditation Scheme was not followed, *or*
- that assessment has not been carried out with reference to the published criteria

An appellant must identify on which of these two grounds the appeal is being made. If it is on both grounds, these must be identified separately. Disagreement with the assessor's decision or the wish to present new information are not grounds for appeal.

Appeals must be written and lodged with either the Service Accreditation Officer or the Accreditation & Qualifications Approval Manager, by email, within three months of the date on the notification letter, along with the £110 appeal submission fee.

The grounds for appeal should be clearly and specifically stated with reference to:

- the information provided in the application (including resubmission papers)
- the published criteria, *and*
- the reasons for rejection provided in the report

All appeals will be assessed by a panel independent of the process. The full application and the grounds for appeal will be considered as part of the procedure and any decision reached will be final.

Appellants will be informed in writing by email, of the decision. Your appeal may be partially or fully upheld but this does not automatically mean that accreditation will be awarded or renewed - the decision email will detail any options open to resubmission, if any. If your appeal is unsuccessful, you can apply for service accreditation again once you feel the service is meeting all the criteria. This will be treated as an entirely new application, assessed independent from any previous papers submitted and by a different assessment panel.

All BACP correspondence will be by email and in pdf format (Adobe Acrobat). Any correspondence including personal data must be password protected and the password emailed separately.

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