

Service Accreditation Scheme

Application Decision 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 on letterhead paper and uploaded into the secure portal you were provided with for your application papers, within three months from the date on your assessment report. Please notify us that you are lodging an appeal by email to accred.service@bacp.co.uk The submission fee can be requested at any time by emailing us here.

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 by email when the decision report is available for download from your secure portal. Your appeal may be partially or fully upheld, but this does not automatically mean that accreditation will be awarded or renewed - the decision report 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.

Document reference: Appeals Procedure v1.1

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