

SUMMARY APPEALS PROCEDURE

1. From the ACS Guidelines DOC-001, an Appeal to the ACS must comply with certain conditions as follows –

Candidates can appeal in writing. Appeals should be sent to the ACS Administrative Office (address at the end of this document) within 4 weeks of receiving notification of the outcome of the interview. The letter should indicate the grounds of the appeal. Please note that appeals can only be made on the process of the assessment and not on the judgement of the assessors.

- 2. An Appeal must be received in writing (letter or email) and is logged by the Office.
- 3. It must clearly state that it is an Appeal and not simply critical comments relating to the assessment procedure.
- 4. The ACS Executives are then notified by the Office and copied with the Appeal letter/email the Executive consisting of the Chair, Secretary and Treasurer as well as Education Lead. The appeal letter will be sent to members of the ACS Executive who will decide whether to proceed on the basis that :

a the appeal was submitted within 4 weeks of the date of the letter informing the candidate of the outcome of their application AND

b the appeal is related to the procedures set out by the ACS.

Two members of the Executive must agree that these conditions have <u>not</u> been met and will instruct the ACS office to inform the candidate that the appeal is not valid and that the matter is concluded.

If these conditions have been met, the remainder of the appeals process will be implemented.

- 5. An acknowledgement letter/email will be sent to the Appellant by the ACS Office with indication of expected time to decision and response of 8 weeks.
- 6. The Assessors concerned with the assessment are also notified and copied with the appeal letter and asked for written response (e-mail is satisfactory).
- 7. The ACS Secretary draws up small team to form the Appeal Panel to review the documentation and claims.

- 8. The Panel will be composed of:
 - One of the three ACS Executives (who is from a different modality to the appellant) and who will normally chair the Panel
 - An assessor from the same modality as the appellant who did not assess the candidate
 - An assessor from a different modality
 - The independent member of the appeals committee
 - A Senior Administrator of the ACS will participate in the appeal discussion for matters relating to the organisation of the assessment relevant to the appellant. They will not participate in the decision process.
- 9. The Panel would normally confer by email and teleconference.
- 10. The Panel may call witnesses or statements from any parties as necessary if they see fit to help reach a verdict.
- 11. The Panel will review the appeal letter and identify and separate comments and general criticisms from the true appeal points.
- 12. The Appeal Panel remit is solely to look at the Appeal points and not to respond to general comments and criticisms made in the letter/email though they may wish to refer the appellant to the appropriate professional body for assistance with any clarification of training queries or complaints.
- 13. A record of the appeal will be created on the Appeals Pro-Forma and completed as the review proceeds.
- 14. Verdict of the Panel must be unanimous.
- 15. In cases where agreement cannot be made then the Chair of the ACS is presented with the full documentation for final decision.
- 16. Verdict of the Panel is conveyed to Appellant using the standard letter template.
- 17. Conclusion reached and the response is transmitted to appellant by Senior Administrator of ACS through the Office
- 18. The Result is final.
- 19. Documentation relating to the Appeal hearing is archived by the Office in a separate Appeals file for future Audit.