



APPEALS POLICY

1. INTRODUCTION

This policy applies to members and the public who wish to appeal a decision made by the IFA and sets out the procedure of how to raise an appeal. Please note appeals can only be made if the appellant believes the IFA has not applied its rules consistently, properly or fairly, not simply because you are 'unhappy' with the decision.

2. APPEALS THE IFA DEAL WITH:

Appeals against a decision that has been communicated as a result of following both the Complaints Procedure and/or the Disciplinary and Sanctions Policy.

3. APPEALS THE IFA CANNOT DEAL WITH:

- a) Appeals made thirty (30) days after the decision was communicated.
- b) Appeals against suspension. Members whose status is suspended need not appeal, as they will be informed of the timeframe of when this will be reviewed.

NB. Appeals are not an opportunity to express personal dissatisfaction regarding IFA rules or 'mudslinging' against other members. If a member is dissatisfied with our services and wish to raise a complaint then they must follow the procedure outlined in the Complaints policy.

4. INDEPENDENT REVIEW

The IFA will ensure that all appeals:

- a) Are undertaken without bias or prejudice.
- b) Are undertaken by a person who has no personal interest in the decision being appealed.
- c) Are undertaken by persons who were not involved in the decision relating to the applied sanction.
- d) Are undertaken by persons with the relevant competence.

5. PROCEDURE TO APPEAL

- a) Raise your appeal by completing the enclosed appeals application form and sending it to office@ifaroma.org headed '*Appeal against an IFA decision*' so it can be addressed expediently.
- b) All sections of the form must be completed in **ENGLISH** and accompanied by all supporting documentation; incomplete applications will be returned and as such will delay the process.
- c) Submit your request within thirty (30) days of being informed of the decision.
- d) The IFA will acknowledge receipt of having received an appeal application within five (5) working days.

- e) The IFA will respond to appeals within sixty (60) days of receipt of a fully completed form and all supporting documentation. Please note this time is necessary to make the appropriate arrangements and for the relevant persons to meet, discuss and review the paperwork. **The appellant is reminded not to contact the IFA within this time frame** and will be contacted in due course. If for any reason this time scale cannot be achieved due to the complexity of a case the appellant will be informed of the revised anticipated timescale.

6. INVESTIGATION

- a) The independent reviewer(s) will examine all paperwork relating to procedures being carried out fairly and consistently.
- b) The appellant is not permitted to contact the independent reviewer(s) whilst the review is underway or after the event. All correspondence will be issued through the IFA.
- c) Failure to adhere to reasonable instruction and interference with the investigation by directly contacting the independent reviewer(s) will result in the appeal being dismissed.
- d) The independent reviewer(s) may ask for additional documentation if appropriate but as a general rule the review will be based on the documentation already provided.
- e) The independent reviewer(s) will report their findings to the Quality Assurance team who will reach a decision on the appeal.

7. OUTCOME

Appellants will be informed of the outcome of an appeal by a written report, delivered by email, setting out the reasons for the decision in full.

The decision of the review panel **is final** and will be communicated to the appellant by the Operations Manager.

Successful Appeals

In the event that an appeal is successful the following action will be taken:

- The IFA's decision will be overturned and sanctions applied against the member.
- The member's status will be reinstated
- The IFA will update all related records
- The IFA will review its policies to prevent reoccurrence of the circumstances of the appeal from happening again

Unsuccessful Appeals

In the event that an appeal is unsuccessful the original decision will be upheld and the decision is in place for the indefinite future.

APPEAL AGAINST AN IFA DECISION APPLICATION FORM

Appeler Full Name			
Date of decision			
Please provide the following information accompanied by the relevant evidence			
Nature of the appeal			
Grounds for appeal			
Evidence to support the appeal	<input type="checkbox"/> Please attach any information you feel was overlooked or was not available during the investigation before the sanction was applied		
Declaration I confirm the following information I have provided to be accurate and true to the best of my knowledge.			
Name			
Signature		Dated	