



REGISTRATION APPEALS POLICY

1. INTRODUCTION

Applicants will be assessed based on the information provided on their form and supplementary evidence that supports it. An application may be rejected if, following assessment, it is determined that they do not meet our standards of proficiency or our health and character requirements.

If your application is rejected, one of our administration team will contact you via email with an explanation of the reasons. You can appeal against the assessment decision within thirty (30) days of the date of the rejection email.

If your appeal is accepted, you may reapply by submitting a new form, supporting documents and registration fee. You will need to provide the grounds for your appeal (why you believe that the decision was wrong) and follow this Appeals Procedure.

2. GROUNDS FOR APPEAL

The following are considered valid grounds for appeal against a decision relating to your application and where there is evidence to support the appeal:

- a) The IFA has not applied its rules consistently, properly or fairly.
- b) You believe information submitted at the time has been misunderstood or not properly considered and evidence can be provided.
- c) Further information has come to light after the decision was made which may have a bearing on the outcome.

No appeal will be considered which does not fall into one or more of the above three categories of valid grounds for appeals. Please note the onus is on the applicant to demonstrate why they believe that one of the above grounds for appeal applies.

Appeals made simply because you are unhappy with the decision is not sufficient grounds for appeal.

NB. For appeals in relation to Certificates of Equivalence please ensure you have completed the Accredited Prior Learning (APL) a Mapping questionnaire available on our website under 'Qualifications we Recognise'.

3. NOTIFICATION OF APPEAL

- a) The applicant must submit their appeal to the IFA in writing within thirty (30) days of the date of being informed of the decision.
- b) To raise an appeal you must complete the enclosed appeals application form and send to office@ifaroma.org headed 'Appeal against an IFA decision' so it can be addressed expediently.

4. APPEAL SUBMISSION

- a) All sections of the form must be completed in ENGLISH and accompanied by the relevant supporting documentary evidence; incomplete applications will be returned and as such may delay the process.
- b) The appeal statement should specify the reasons for seeking a review of the decision, together with a detailed account of the alleged error, oversight, omission or misjudgement in the decision-making process.
- c) Any new information presented needs to be accompanied with reasons why it was previously unavailable and why the IFA should therefore re-consider its decision.

5. ACKNOWLEDGEMENT

The Registrar will acknowledge receipt of having received an appeal application within five (5) working days.

6. PRELIMINARY REVIEW

- a) When an appeal is received, we will first assess the grounds of appeal to ensure it is valid. Initially, the Case Examiners, which consist of the head of the Membership Committee and Operations Manager, will review all the information and evidence relating to the appeal and decide whether or not it has sufficient grounds to proceed.
- b) If the grounds of appeal are deemed invalid the appellant will be informed within ten (10) days of receipt of the appeal. This decision will be ratified by the Chair of the Disciplinary and Complaints Committee.
- c) If the grounds for appeal are deemed valid the appellant will be informed within ten (10) days of receipt of the appeal of a date and time for the review meeting. This shall not be more than sixty (60) days following the receipt of an appeal; unless an appeals hearing is required, subject to 7(e), which we anticipate may take up to ninety (90) days.

7. APPEALS PROCEDURE

- a) The IFA will ensure that all appeals:
 - Are undertaken without bias or prejudice.
 - Are reviewed by those who have not been involved in the decision not to register the applicant.

- b) The Chair of the Disciplinary and Complaints Committee will convene an Appeals Panel consisting of at least two (2) Committee members to review the appeal based on the nature of the appeal.
- c) The Chair of the Disciplinary and Complaints Committee may request a statement of response from those who made the original decision. For example, Certificates of Equivalence would be determined by the Education Committee. This response will either justify its previous recommendation or acknowledge the grounds of appeal, which will be made available to the Appeals Panel.
- d) Typically appeals will be based on the papers provided.
- e) In exceptional circumstances, especially if the decision is not unanimous, or the reviewers have unanswered questions, the Appeals Panel may invite the appellant to attend a review meeting to answer questions. The meeting may be held in person or teleconference. They will be asked to attend, at their own expense, to enable the appeals panel to seek clarification. The appellant will be informed if this is necessary. If attendance at a meeting should be required, the Appellant will not be present for the panel's discussion and decision.
- f) The Appeals Panel will consider the appeal and aim to communicate its decision 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.** If for any reason this time scale cannot be achieved the appellant will be informed of the revised anticipated timescale.
- g) The Panel will either affirm, modify or reverse the original decision in question.

8. OUTCOME

The Appeals Panel may recommend one of the following:

- That the appeal is upheld, and the original decision overturned.
- The appeal is rejected.
- The rejection of the appeal but with a recommendation(s) that the Membership Committee/Education Committee review some aspects of its rules, criteria for assessment or procedures.
- The rejection of the appeal but with a recommendation(s) as to what would be required should they wish to re-apply for membership in the future and any necessary evidence required.

9. CONFIDENTIALITY

Throughout the process of the appeal, confidentiality will be kept by the Appeals and Panel, unless external disclosure is necessary to progress the appeal. In such a case, the

appellant will be notified in advance of the disclosure. All information shared between the parties involved, must be treated strictly private and confidential.

10. COMMUNICATION

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

The decision of the Panel **is final** and will be communicated to the appellant on behalf of the Appeal Panel by the Operations Manager.

APPEAL AGAINST A REGISTRATION DECISION APPLICATION FORM

Appeler Full Name	
Contact details	
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 decision process.		
Declaration I confirm the following information I have provided to be accurate and true to the best of my knowledge.			
Name			
Signature		Dated	