



APPEALS

POLICY

申诉政策

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1. INTRODUCTION

简介 / 简介

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.

此政策适用于所有希望对 IFA 做出的决定提出上诉的会员及非会员，并规定了上诉的流程。请注意，只有在上诉人认为 IFA 没有一致，正确或公平地做出决定，而不仅仅是因为对该决定“不满意”的情况下，才能提出上诉。

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2. APPEALS THE IFA DEAL WITH:

IFA 受理的申诉 / IFA 受理的申诉

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

遵循投诉流程和/或纪律和制裁政策并需要对已经沟通过的决定提出上诉。

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3. APPEALS THE IFA CANNOT DEAL WITH:

IFA 不受理的申诉 / IFA 不受理的申诉

a) Appeals made thirty (30) days after the decision was communicated.

在决定通知的 30 天后提出上诉

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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.

会员身份暂停的申诉。身份暂停的会员无需上诉，他们将被告知何时会被重新审核。

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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.

注：申诉并非个人对 IFA 规则或其他会员表示不满的机会。如果会员对我们的服务不满意并希望提出投诉，那么他们必须遵循申诉政策中的程序。

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4. INDEPENDENT REVIEW

独立审查 / 独立审查

The IFA will ensure that all appeals:

IFA 将确保所有上诉： / IFA 將確保所有上訴

- a) Are undertaken without bias or prejudice.
没有歧视或偏见。 / **没有歧视或偏见。**
- b) Are undertaken by a person who has no personal interest in the decision being appealed.
上诉由没有牵涉个人利益的人去负责。 / **上诉由没有牵涉个人利益的人去负责。**
- c) Are undertaken by persons who were not involved in the decision relating to the applied sanction.
由至少一名不牵涉有关实施制裁决定的人员担任。 / **由至少一名不牵涉有关实施制裁决定的人员担任。**
- d) Are undertaken by persons with the relevant competence.
由具有相关能力的人员负责。 / **由具有相关能力的人员负责。**

5. PROCEDURE TO APPEAL 申诉流程 / 申诉流程

- 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.
填写提供的相关申诉的申请表并将其发送至邮箱 office@ifaroma.org，电邮主题请写上“针对 IFA 决定提出上诉”，以便得到进一步的处理。
填写提供的相关申诉的申请表并将其发送至邮箱 office@ifaroma.org，电邮主题请写上“针对 IFA 决定提出上诉”，以便得到进一步的处理。
- 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.
表格的所有部分必须以英文填写，并需附有所有证明文件，不完整的申请将被退回，并延迟上诉的处理过程。
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- c) Submit your request within thirty (30) days of being informed of the decision.
请在收到决定通知的三十（30）天内提交您的申请。
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- d) The IFA will acknowledge receipt of having received an appeal application within five (5) working days.
IFA 将在五（5）个工作日内确认收到上诉申请。
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- 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.

IFA 将在收到完整填写的表格和所有证明文件后六十（60）天内对上诉作出回复。请注意，上诉期间有必要做出适当的安排和相关人员见面，并讨论和审查文件。请上诉人在此期间内不要联系 IFA，届时 IFA 会联系上诉申请人。如果由于案件的复杂性或任何原因，IFA 未能在预定时间内对上诉者作出回复，上诉人则会被通知修正后的时间。

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6. INVESTIGATION 调查 / 调查

- a) The independent reviewer(s) will examine all paperwork relating to procedures being carried out fairly and consistently.

独立的审核员将根据公正和一致的程序去审查所有相关的文件。

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- 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.

审查中或审查后，上诉人不得与独立审核员有任何接触联系。所有信函将通过 IFA 发出。

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- 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.

如果未能遵守指示和直接联系独立的审核员而干扰调查，将导致上诉被驳回。

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- 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.

独立的审核员可酌情要求提供补充文件，但通常规定审查会基于已提供的文件。

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- e) The independent reviewer(s) will report their findings to the Quality Assurance team who will reach a decision on the appeal.

独立的审核员将向“质量保证组”汇报调查结果，再由他们对上诉做出决定。

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7. OUTCOME

裁决 / 裁决

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.

上诉申请人将会通过电子邮件收到上诉的书面报告和结果，并附相关决定的详细说明。

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

这会是审查小组的最终决定，将由运营经理通知上诉人有关决定结果。

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Successful Appeals 胜诉 / 胜诉

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

如果申请上诉成功，将会采取以下行动：

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- The IFA's decision will be overturned and sanctions applied against the member.
IFA 对上诉人的制裁决定将被否决。 / **IFA 对上诉人的制裁决定将被否决。**
- The member's status will be reinstated
恢复会员身份 / **恢复会员身份**
- The IFA will update all related records.
IFA 会更新相关记录。 / **IFA 会更新相关记录。**
- The IFA will review its policies to prevent reoccurrence of the circumstances of the appeal from happening again
IFA 将审查其政策，以防止再次发生类似的上诉。
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Unsuccessful Appeals

败诉 / 败诉

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

如果申请上诉失败，将维持原始决定，并长期有效。

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APPEAL AGAINST AN IFA DECISION APPLICATION FORM

上訴反對 IFA 決定申請表/ 上訴反對 IFA 決定申請表

| | |
|--|--|
| Appeler Full Name 上訴人姓名 上訴人姓名 | |
| Date of decision 決定日期/決定日期 | |
| Please provide the following information accompanied by the relevant evidence 請提供以下信息並附有相關證據/請提供以下信息並附有相關證據 | |
| Nature of the appeal 上訴的具體情況 上訴的具體情況 | |
| Grounds for appeal 申訴理由 申訴理由 | |
| Evidence to support the appeal 上訴的相關證據 上訴的相關證據 | <input type="checkbox"/> Please attach any information you feel was overlooked or was not available during the investigation before the sanction was applied 請附上任何您覺得在實施制裁之前的調查期間曾被忽視或無法提交的信息。 請附上任何您覺得在實施制裁之前的調查期間曾被忽視或無法提交的信息。 |
| Declaration I confirm the following information I have provided to be accurate and true to the best of my knowledge. 我確認了我所提供的所有信息都是盡我所知的並且是準確的和真實的。 我確認了我所提供的所有信息都是盡我所知的並且是準確的和真實的。 | |
| Name 姓名/姓名 | |
| Signature 簽名/簽名 | Dated 日期/日期 |