

APPEALS POLICY

POLICY AIMS AND OBJECTIVES

The Society's aim is to provide clear application, decision-making and appeals processes. There may be occasions where applicants, their relatives or advocates do not think we followed our processes fairly and consistently.

We aim to resolve matters as quickly as possible by being open, accountable and outcome focused. Our Appeals process can be made by phone, via email, in writing or verbally in person. It is important that you tell us why you are appealing and submit relevant evidence to back up your appeal.

Stage 1: Appeals will be considered and investigated by the Chief Executive Officer, who will acknowledge receipt within five working days and respond to the appeal within ten working days. In exceptional circumstances where this is not possible, a response will be sent within ten days providing an estimated resolution date.

Stage 2: If the appellant remains dissatisfied, they should write to the Chairman of the Board at the Society's office explaining why the response at stage 1 was unsatisfactory. Stage 2 appeals will be acknowledged within five working days and resolved within ten working days. In exceptional circumstances where this is not possible, a response will be sent within ten days providing an estimated resolution date.

Stage 3: If the appellant is still dissatisfied, they should write again to the Society's office and their case will be reviewed by 3 Board Members led by a member of the Operations Sub-Committee. At the conclusion of this appeal, we would consider the matter closed.