



THE APPEALS PROCESS

FOR APPEALS AGAINST PIABC LIMITED DECISIONS

Updated: 17 December 2024

INTRODUCTION

This is the appeals process for the following:

- Complaints (Compliant Policy & Procedure)
- Malpractice and Maladministration (Malpractice and Maladministration Policy & Procedure)
- Centre and Qualification Approval
- Quality Assured Centre and Qualification Approval
- External Verification/External Quality Assurance
- Removal of Centre and Qualification Approval

It is not for academic and assessment reviews and appeals. Please refer to PIABC Limited's "*Assessment Review and Appeals Procedure*" for details of the process for those types of appeals. A copy of this document can be obtained from PIABC Limited via email (piabc@iom3.org).

PROCEDURE

A Candidate or a Centre wishing to appeal against the findings, decisions, penalties, or sanctions imposed should contact the Business Compliance & Administration Manager in writing.

Appeals will be accepted from a Candidate or a Principal/CEO/Head of Centre or individual members of staff who are personally implicated in the decision and should be made in writing to the Business Compliance & Administration Manager.

Stage 1 Appeal

This will involve a review of the case by a senior member of PIABC Limited's staff who has had no previous involvement in the case.

The stage 1 appeal request must be made in writing to the Business Compliance & Administration Manager within 20 days of you being informed of the findings, decisions, penalties, or sanctions.

The receipt of the request will be acknowledged within 5 working days of receipt by PIABC Limited. The outcome of Stage 1 will be reported in writing within 10 working days of your request.

Stage 2 Appeal

If you remain unhappy after stage 1, then you may write to the Business Compliance & Administration Manager to request a stage 2 appeal. You will be asked to explain in writing exactly why you are still dissatisfied, if you have not already done so. The letter should also include details of the original complaint, the actions taken by the centre and a copy of the centre's response. Again, this should arrive within 20 days of you being notified of the outcome of the stage 1 Appeal. The receipt of your request will be acknowledged within 5 working days of PIABC Limited having received it.

This stage appeal involves a hearing of the case of a panel convened by PIABC Limited. This independent panel should be convened within 28 days of the receipt of the request. You will be notified in writing of the outcome of the appeal hearing within 5 working days of the hearing.

The panel will have three people - an independent lay person acting as chairman, the convener, and one other person. The panel will re-examine fully the concerns referred to it, talking to everyone involved, and getting any specialist advice it needs. It will then prepare a report setting out the results of its investigations, together with its conclusions and any appropriate comments or suggestions. The panel has the powers to direct PIABC Limited to reconsider a case and may offer recommendations. You will be given a copy of the report, and the Business Compliance & Administration Manager will write to tell you of any action being taken as a result of the panel's recommendations. This process will generally take no longer than 28 working days from the receipt of the convenor's letter to yourself informing you that a panel meeting will take place.

The Business Compliance & Administration Manager does not have to set up a panel every time one is requested. The Business Compliance & Administration Manager will only do so if he/she thinks that a panel investigation is likely to resolve the problems you have identified. Either way, you will be informed of the Business Compliance & Administration Manager decision in writing, generally within 28 working days of your letter requesting a stage 2 appeals process. If he/she decides to set up a panel, he/she will tell you what matters the panel will investigate.

PIABC Limited will charge an administrative fee for appeal(s). The fee(s) will be refunded if the appeal(s) are upheld. A small percentage maybe retained to help offset administration costs. Details of fees for these services can be found PIABC's "*Fees and Price List*". A copy of this document can be obtained from PIABC Limited via email (piabc@iom3.org).