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***APPEALS GUIDANCE FOR
NICEIC SCHEMES***



IF YOU FEEL A DECISION MADE BY US IS UNFAIR, YOU MAY APPEAL AGAINST THIS DECISION.

Your grounds for appeal must be sent to us in writing within 14 days of the decision notification.



Upon receipt of your grounds for appeal we will review the information submitted and advise you of the appeal outcome in writing. No person who participated in making the original decision being disputed shall participate in this review.



If you accept our appeal outcome decision the appeal will stop here.



If you feel our decision is not reasonable you have 28 days from the date of the appeal outcome decision to submit a final written appeal, together with:

- a. Detailed reason(s) why you are appealing
- b. Copies and or details of all supporting information and documents
- c. Any additional explanations or evidence you wish to be considered by the appeal committee



If we do not receive your final written appeal within 28 days from the date of our appeal outcome decision, it will be deemed that you have accepted our decision and no further appeal will be accepted.



Upon receipt of your final written appeal, including all supporting explanations and evidence, an appeals committee will be formed and will be made up of individuals who have had no prior involvement with the decision under appeal. We will confirm receipt of your appeal and the date the appeals committee will be considering your appeal.

If you have any further information that you would like the appeals committee to consider you need to provide them to us 24 hours before the day the appeals committee is due to meet.



The appeals committee can make the decision to extend any timeframes within scheme processes, ask for additional evidence/explanations or call upon expertise/witnesses, prior to a final decision, if necessary.



The appeals committee has full power to:

- a. Uphold the appeal and either reverse or modify the decision appealed against, subject to any conditions that the appeals committee may apply; or
- b. Reject your appeal

In the absence of any order by the appeals committee to the contrary, each party will bear its own costs.

The appeals committee's decision is final and conclusive and shall be binding on you and us. The decision, including a brief statement of reason(s), will be sent in writing as soon as possible after the final appeal decision is made.

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THE POWER BEHIND YOUR BUSINESS

