



## Policy – Quality Appeals

### Policy declaration

#### Purpose

This policy sets out how an appellant may appeal against the process by which decisions have been made by The Royal New Zealand College of General Practitioners ('the College') that affect their certification, accreditation, tier status, assessment and/or other activities associated with the College's Quality Framework.

#### Scope

Within the scope of this policy:

Appeals of the process used to reach the decision, not of the decision itself. This includes, but is not limited to, the following:

- › a decision not to certify, accredit or endorse the appellant.
- › a decision related to an appellant meeting the Quality programme or assessor training requirements.

Outside the scope of this policy:

- › Appeal of the substance of any decision reached by the College that affects an appellant's certification, accreditation, tier status, assessment and/or other activities associated with the College's Quality Framework and/or assessor training programme.

### Grounds of appeal

#### Accreditation or Certification of a College Quality programme

An appeal can be initiated following a decision to decline:

- › Certification or accreditation
- › Acceptance into or endorsement of the training assessor programme may be brought where the appellant believes the process has been unfair, prejudiced or biased.

The appeal claim must be provided in writing and accompanied by documentation supporting the appeal.

### Any other matter coming within the scope of this policy

An appeal concerning any other matter within the scope of this policy may be brought on the grounds that the appellant considers the process leading to a decision or result was incorrectly performed, flawed or biased.

## Applications in languages other than English

Hearing-impaired applicants will be advised of their right to have their appeal conducted in New Zealand Sign Language.

Applicants wishing to have their appeal conducted in te Reo Māori should notify the College of this at the time of submission.

## Application for appeal

An application for appeal must be made in writing and submitted to the Head of Quality.

The appeal must be received by the College within 10 working days of receipt by the appellant of the decision or result appealed against.

No application for appeal made outside of this timeframe will be accepted, unless the Head of Quality is satisfied that the delay in lodging the appeal was due to exceptional circumstances (e.g. serious illness or a bereavement).

## Investigation

The Head of Quality will investigate the appeal, may ask for further information from the appellant and report the findings with a recommendation to the College's Chief Executive.

## Decision

The Chief Executive will decide on the validity of the appeal.

The Chief Executive will deliver their decision in writing to the appellant. The Chief Executive will also include reasons for their decision.

## Summary of appeal process

	Action	Timeline/College response
1.	The appellant is notified of the outcome of the matter in respect of which an appeal has been brought under this policy. The written notification will: <ul style="list-style-type: none"><li>&gt; refer the appellant to his or her right to appeal under this policy; and</li><li>&gt; provide a copy of the policy or information on how the policy can be accessed (e.g. on the College's website).</li></ul>	
2.	The appellant lodges his or her appeal within 10 working days of having received the notification that resulted in the appeal being made (e.g. the outcome of a reconsideration or review process).	The College will acknowledge the appeal within five working days of receipt.
3.	The Head of Quality will investigate and conduct the appeal.	As required.
4.	The Chief Executive will issue a written decision.	As soon as reasonably practicable.