1. Scope

This policy covers appeals in relation to decisions made by The Institute in respect of the products and services it offers. It may be used by any person or organisation dissatisfied with a decision of The Institute in relation to:

a. Applications for membership (organisational and individual)
b. Professional qualifications assessment
c. Management qualifications assessment
d. Professional approvals
e. Accreditation applications.

2. Eligibility

An appeal against an Institute decision may only be made if at least one of the following criteria are met:

a. The appellant has evidence that the relevant Institute standards were improperly applied;
b. The appellant has evidence that Institute procedure was not followed.

Please note: Any appeal submitted to The Institute which does not meet either a) or b) above will not be considered. Potential appellants must ensure that they have evidence showing how their case meets either a) or b) above and this evidence must be attached to their appeal. Appeals submitted without evidence will not be considered.
3. How to appeal

Appeals must be made in writing and addressed to: Standards and Quality Manager, Institute of Customer Service, Bridge House, 4 Borough High Street, London SE1 9QQ.

Alternatively they can be emailed to: S&QTeam@icsmail.co.uk. If appeals are submitted by email please ensure they are marked “FAO: Standards and Quality Manager – Appeal”.

Appeals should not be discussed with, or made directly to, the Assessor who made the original decision. Appeals should be made to The Institute, should be eligible according to the criteria set out at (s.2) above and in accordance with this process.

4. Time limit

Appeals must be submitted within 30 days of the date of the decision that is the subject of the appeal. The Institute reserves the right not to consider appeals submitted after the expiry of this deadline.

5. Appeal content

Appeals must not be more than 1,500 words and should contain the following details:

a. Appellant (or appellant organisation) name and contact details (where the appellant is an organisation, full contact details for a lead individual should be provided)
b. The decision being appealed and date of the decision
c. An explanation of how the appeal meets the relevant eligibility criterion (e.g. 2a) or 2b) above)
d. A summary of evidence the appellant has which supports the appeal.

6. Appeal procedure

When an appeal is received The Institute (Standards and Quality Team) will acknowledge receipt within 2 working days. Appeals and all supporting documentation will be reviewed by the Standards and Quality Manager to determine whether the matter is eligible and whether there are grounds for a review of the original decision. The Standards and Quality Manager reserves the right to conduct any relevant investigations in order to obtain further evidence or clarify evidence submitted in relation to the appeal.

6a. Appeals without merit

Where the Standards and Quality Manager considers that there are no grounds for appeal, the appellant will be advised of this in writing and the reasons for the decision will be set out. The communication will be sent within 30 days of the appeal being received by The Institute. The Standards and Quality Manager’s decision is final and may not be the subject of any further appeal.
The appellant can re-apply for the relevant accreditation or approval (with new application documentation) within the timeframe stipulated in the decline letter. The re-application period will differ depending on the product. Such re-applications will be treated as entirely new.

6b. Appeals with merit

Where an appeal has grounds it will be referred to the Head of Standards and Quality for review and a final decision. The Head of Standards and Quality will review the appeal documentation and recommendations of the Standards and Quality Manager as to disposal.

The decision of the Head of Standards and Quality will be communicated to the appellant within 30 days of receipt of the appeal from the Standards and Quality Manager. This means the decision in an appeal with merit could take up to 60 days. The reasons for the decision will be clearly stated.

If the appeal is successful The Institute decision will be reversed. This may mean that the appellant is awarded an accreditation or qualification, or is admitted as a member.

If the appeal is unsuccessful the appellant can re-apply for the relevant accreditation or approval within the timeframe stipulated in the decline letter. The re-application period will differ depending on the product. Such re-applications will be treated as entirely new.

7. Further appeal

The decision of the Head of Standards and Quality is final. No further appeals may be made on the subject of the original appeal application.

8. Review

This policy is reviewed on a biennial basis by the Head of Standards and Quality. It is therefore next due for review in 2019.