

Appeal and review process



Individual receives letter or email confirming outcome

Within 28 days of date on letter

Individual requests an appeal in writing, providing all details and any new evidence, to relevant HQ team

HQ team acknowledges appeal request within 5 working days

Appeal request meets criteria – appeal accepted

HQ team passes appeal request to chief guide and/or director of membership services

Appeal request doesn't meet criteria – appeal declined

Final review requested by chief guide and/or director of membership services

HQ team informs individual by letter

HQ team informs individual by letter

Investigator or appeal panel appointed

Within 14 days of date on letter

Investigator or panel reviews new evidence and original investigation

New investigation takes place (only in exceptional circumstances)

Individual requests final review in writing

Chief guide and/or director considers request

Investigator or panel writes a report and makes recommendations

Final review request declined

Final review request accepted

Chief guide and/or director reviews findings and decides whether to confirm or revoke original outcome, or change sanction

HQ team informs individual of outcome by letter

Appointed person carries out review and produces report

HQ team informs individual of outcome by letter

Within 14 days of date on letter

HQ team informs individual of outcome by letter