

# Register Appeal Process

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## Introduction

This process has been established to enable people whose application to join or to renew registered membership with ACC as a counsellor/psychotherapist listed on the ACC Accredited Register (the register) has been refused. These are referred to as the **appellant**.

When an application to join the register or to renew registered membership has been refused, the applicant will be provided with the reasons for the decision. However, they may feel that the reasons given are not satisfactory or that ACC has not followed due process and in such circumstances the applicant can submit an appeal to ACC.

## Grounds for Appeal

The grounds for appeal must be based on one or more of the following criteria:  
That ACC has:

- failed to follow due process for application or renewal.
- failed to consider and to fully take into account documentation or evidence provided as a requirement for application/renewal.
- behaved in a way that clearly is inappropriate and contravenes its other policies, for example its EDI policy.

## Submitting an appeal

An appeal must be made within 30 days of notification of the register decision.

The appeal must be sent to ACC using the email [complaints@acc-uk.org](mailto:complaints@acc-uk.org). The appeal must set out clearly and as relevant one or more of the following

- an explanation as to why the appellant believes that the register outcome decision was wrong
- a statement of how the appellant believes that ACC did not follow the procedure or process or that in itself is unfair.

- new evidence relevant to appellant meeting the standards for the register that was not previously submitted to ACC, and that they wish now to be considered.

In all cases the appellant must supply supporting reference(s) to information published on ACC's website or in an ACC policy document that is relevant to their appeal, stating clearly the sections that they believe ACC did not apply or follow during the application or renewal.

### **Initial Assessment**

On receipt of the appeal, it will firstly be reviewed and assessed by ACC's Registrar/senior management. ACC will take the following actions depending on the content of the appeal:

- **New evidence**

If new evidence has been submitted, this will be assessed to establish whether it is relevant to the register decision, and if so whether it will result in a change to the register decision. The appellant will be informed of the outcome of this assessment, and where appropriate the application will be resubmitted for processing.

- **Policies and processes**

If there is a clear misunderstanding by the appellant of ACC's policies and processes with regard to the entry or renewal standards for the register, and ACC can evidence compliance with these policies and processes, this will be explained clearly to the appellant and the register decision upheld.

In any other case the appeal will be reviewed by an independent reviewer.

*Please note that ACC will periodically make changes to the information published about the register standards on its website and in membership documents, and so the appellant should ensure that they reference the current published information. If information published on the website has changed*

*between the application being assessed and the receipt of the appeal, ACC can access the previous version for the appellant.*

### **Independent review**

- ACC will appoint a suitable person to conduct an independent review.
- The independent reviewer will gather all relevant information to conduct an independent review of the original register decision.
- The independent reviewer may consult with the appellant and representatives of ACC to further understand the grounds for appeal.
- The independent reviewer will produce a report with their findings and recommendations.
- There is no further right of appeal.

### **Communications and timescales**

Progress on and the outcome of the appeal process will be notified to the appellant within a reasonable timeframe.

The process is expected to take 6-8 weeks, but it is good to allow for 3 calendar months. If ACC are unable to meet these timescales, the appellant will be informed and provided with an explanation.

### **Limitations**

Decisions arising from [ACC's Safeguarding and Restoration Policy](#) and process are subject to a separate appeal process.