

Policy Title

Appeals Against Decisions of the NEAS Endorsement Committee

Policy Category

Complaints and Appeals

Policy Objective

To ensure that providers are able to appeal a decision made by the NEAS Endorsement Committee in an equitable manner, using a transparent framework.

Policy Statement

Decisions to remove a provider's Endorsement or Quality Assurance status are made by the NEAS Endorsement Committee. Providers are informed at that time, that their membership status has been terminated, and that they have the right to appeal against the decision to the NEAS Appeals Panel.

To ensure procedural fairness, only non-NEAS member Directors are eligible to sit on the Appeals Panel to determine the outcome of an appeal from an appellant.

Procedure

The written appeal is to be submitted and addressed to the "Chief Executive Officer" at NEAS's office and is to be lodged within 14 days of the date of the notification of the Endorsement Committee's decision.

The NEAS Appeals Panel meets prior to the next scheduled Board Meeting to assess whether correct processes were followed leading to the original decision.

The provider may represent themselves in person (or nominate a representative) before the Appeals Panel at that time in order to present new information in relation to policy and procedural fairness, and only on matters contained within the written submission.

The Chief Executive Officer adds the Appeal to the agenda for the next scheduled Board Meeting or delegate.

The Board considers the advice of the Appeals Panel and the provider is advised of the decision in writing.