



Appeals Procedure April 2024

Appeals Procedure

1. Purpose

The appeals procedure is designed to provide a fair and transparent process for individuals to challenge decisions made by TPC Health that they believe are incorrect, unfair, or inconsistent with established policies, procedures, or standards. This procedure aims to uphold the principles of natural justice, ensure due process, and maintain confidence in the organization's decision-making processes.

2. Scope

This appeals procedure applies to all individuals associated with TPC Health including employees, clients, stakeholders, contractors, volunteers, and other relevant parties. It covers appeals related to disciplinary actions, grievances, disputes, academic matters, contractual decisions, and any other decisions made by the organisation that are subject to review.

3. Grounds for Appeal

Individuals may file an appeal on the following grounds:

- Procedural irregularities or errors in the decision-making process.
- Misinterpretation or misapplication of relevant policies, procedures, or regulations.
- New evidence or information that was not available or considered at the time of the original decision.
- Bias, prejudice, or conflict of interest on the part of decision-makers.

4. Submission of Appeals

Appeals must be submitted in writing to your Line Manager within 14 calendar days of receiving notification of the decision being appealed.

The appeal should clearly state the grounds for appeal, provide supporting documentation or evidence, and outline the desired outcome or remedy sought.

5. Review Process

Upon receipt of an appeal, your Line Manager will conduct a thorough and impartial review of the case.

The appellant may be invited to provide additional information, attend a hearing, or participate in the review process as deemed necessary.

The Line Manager may seek input from relevant parties and review all pertinent documents, records, and evidence related to the appeal.

6. Decision and Notification

Following the review process, the Line Manager will make a decision based on the merits of the case and the applicable policies, procedures, and standards.

The decision will be communicated in writing to the appellant, including the rationale for the decision and any actions or remedies deemed appropriate.

Decisions made through the appeals procedure are final and binding, unless otherwise specified in the organisation's policies or regulations.

7. Confidentiality and Fair Treatment

All parties involved in the appeals process, including the appellant and decision-makers, will be treated with fairness, respect, and confidentiality.

Information pertaining to the appeal will be handled in accordance with applicable privacy laws and regulations and will only be disclosed to individuals directly involved in the review process.

8. Record Keeping

TPC Health will maintain accurate records of all appeals received, including the nature of the appeal, the review process, decisions made, and any actions taken as a result of the appeal.

These records will be securely stored and may be used for monitoring, evaluation, and continuous improvement purposes.

9. Review and Revision

This appeals procedure will be periodically reviewed and revised as necessary to ensure its effectiveness, fairness, and compliance with legal and regulatory requirements.

Feedback from individuals involved in the appeals process will be considered in the review process to identify areas for improvement and address any concerns raised.

10. Contact Information

For inquiries, clarification, or submission of appeals, please contact:

Lisa Raynsford (lisa.raynsford@tpchealth.com) or Tracey Taylor (tracey.taylor@tpchealth.com)

This policy has been approved and authorised by:

Name: Andrew McDowell

Position: Partner

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Signature:

