

# APPENDIX 3-APPEALS PROCEDURE



Should an accredited organisation/individual wish to appeal an RTITB decision to:

- ◆ Decline an initial application for accreditation
- ◆ Decline to renew accreditation
- ◆ Suspend or remove accreditation
- ◆ Suspend access to the NORS data base
- ◆ Suspend an instructor's registration
- ◆ Remove an instructor's registration
- ◆ Decline to register an instructor
- ◆ Decline to register an operator.

## Stage 1

The appellant must submit its appeal in writing within 15 working days of the disputed RTITB decision. Appeals can be emailed to [QA@rtitb.com](mailto:QA@rtitb.com) and must include the subject header 'In Commercial Confidence'.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, Quality Assurance team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW.

The appeal notification should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information.

The Managing Director of RTITB will, within 15 working days of receiving a rational, non-frivolous appeal, chair a review of the appellant's submission together with at least two senior RTITB managers who have not been directly involved in the disputed decision. The appeal review group will vote by majority whether to uphold or decline the appeal.

## Stage 2

If the appellant is dissatisfied by the result of the appeal review, they may escalate their appeal to the Chairman of RTITB. Correspondence should be sent to:

In Commercial Confidence, Mike Williams, RTITB Chairman, Access House, Halesfield 17, Telford, TF7 4PW.

Alternatively, correspondence can be sent via email to: [mike.williams@capitb.co.uk](mailto:mike.williams@capitb.co.uk), please include the subject header 'In Commercial Confidence'.

Notification of the appellant's wish to escalate the appeal must be received by the Chairman within 15 working days of the initial appeal review, and the correspondence should include the grounds for continued dissatisfaction, copies of all relevant correspondence, and any supporting information.

# APPENDIX 3-APPEALS PROCEDURE (CONT.)

Within 15 working days of receiving notification of the appellant's correspondence, the Chairman will take one or more of the following steps, depending on the nature and content of the appeal:

1. Uphold the decision of the initial appeal
2. Correspond directly with the appellant regarding the matter, in order to reach a resolution
3. Refer all correspondence to representatives of the RTITB board of directors for their review and decision – a majority vote is required
4. Call a hearing, which will be attended by the appellant and members of the RTITB board of directors.

Any decisions taken at this stage will be final.