

# Appeals Guidance for NICEIC Schemes

If you feel a decision made by us is unfair, you may appeal against this decision. The appeal process is open to all in receipt of a decision made by us. Upon receipt of an appeal, we shall confirm whether the appeal relates to certification activities and, if it does, start the process.

Your grounds for appeal and all supporting documents must be sent to us in writing within 14 days of the decision notification to [regservice@niceic.com](mailto:regservice@niceic.com).



Upon receipt of your appeal we will review the information submitted and advise you of the appeal ruling in writing. No person who participated in making the original decision being disputed will participate in this review.



If you accept our appeal ruling the appeal process will stop here.



If you feel our appeal ruling is not reasonable you have 28 days from the date of the appeal ruling to submit a final written appeal, together with:

- a. Detailed reason(s) why you are appealing our decision
- b. Copies and/or details of all supporting information/documents
- c. Any additional explanations or evidence you wish to be considered

If we do not receive your final written appeal within 28 days from the date of our appeal ruling, it will be deemed that you have accepted our appeal ruling and no further appeal will be accepted.



Upon receipt of your final written appeal, including all supporting explanations and evidence, a thorough review will be undertaken by individuals who have had no prior involvement with the ruling under appeal.



The appeals review can make the decision to extend any timeframes within scheme processes, ask for additional evidence/explanations or call upon expertise/witnesses, prior to a final ruling, if necessary.



The final appeal review has full power to:

- a. Uphold the appeal and either reverse or modify the ruling appealed against, subject to any conditions that the appeals outcome may apply; or
- b. Reject your appeal

Regardless of the outcome of the appeal each party is liable for it's own costs.

The final appeal ruling is conclusive and will be binding on you and us. The ruling, including a brief statement of reason(s), will be sent in writing as soon as possible after the final appeal ruling is made.