



***Sterling Accreditation Limited***  
*Setting the Standard*

## **Member independent Appeal Process**

**Sterling Accreditation Limited**

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## **1. Introduction**

This process is to be read in conjunction with the Sterling Accreditation Code of Conduct document, the QA Auditing practices and procedures manual and the member complaints procedure.

The Appeal procedure is set out to provide a clear and effective process when all other avenues to resolve a problem have been exhausted.

Energy Assessors who have been found to be in breach of these standards by the Sterling Accreditation Disciplinary Committee can make an appeal to the independent Disciplinary Committee as described in this document.

## **2. Appeal Procedure**

If the Scheme Member wishes to appeal against one or more elements of the Sterling Accreditation Disciplinary Committee's hearing; or Sterling Accreditation's decision under the Infringement Procedure they may, within 28 days of that decision seek to appeal any such decision by giving written notice that they wish to refer the matter to the Sterling Accreditation independent Appeals Committee and to state the reasons for the appeal and providing any relevant documentation on the Sterling member appeals form (See Below).

The appeal might include evidence that was not available at the time of the Sterling Accreditation Disciplinary Committee meeting or notification of mitigating circumstances.

The Sterling Accreditation Appeals Committee consists of three members of the Institute of Civil Engineers mediation committee, at least one of whom is a senior member. The three members should not have any working relationship with the Scheme Member and should not have been involved in the original decision in any way.

If, for whatever reason, it is not possible to construct a Committee based on these criteria, the matter will be referred to the Chartered Institute of Arbitrators, for the appointment of a single arbitrator for final resolution.

The Appeals Committee will duly consider the Appeal and reach a decision based on evidence / interviews as appropriate

The Appeals Committee will respond within four weeks of the receipt of the Notice of Appeal.

All decisions made by either the Disciplinary Committee or the Appeal Committee is held securely and centrally, together with any relevant documentation, for fifteen years for future audit purposes.



## **Member Appeal Form**



**1. Introduction**

Each rejected applicant has the opportunity to appeal against the decision within four weeks of the original rejection notification.

All Appeals will be received and vetted by the Sterling Membership Team and passed to the Scheme Manager for further appraisal.

For further details, please see the 'Sterling Disciplinary and Appeal Procedure' document.

The following template should be used for Member Appeals:-

<b>Question</b>	<b>Response</b>
Date of Appeal	
Name and ID of Appealing Member	
Contact Details Of Appealing Member  Address   Postcode Telephone No            Home: Mobile: Email Address(es)	
Availability for feedback :  Preferred Means of Contact (email/phone/letter):  If phone, preferred Time:	
Brief description of Nature of Appeal	



<p><b>Full details of the Appeal</b></p> <p>Please be as detailed as possible, giving the reasons for Appeal and any facts which might assist your appeal. Attach any evidence which is relevant to this appeal.</p> <p>(Continue on extra paper if required)</p>	
Sterling Office Use Only	
Date Appeal Form Received	
Sterling Appeal Handler	
Current Status	
Escalation	
Resolution	
Resolution Date	
Response Date	