

MontroseAccess

APPEAL PROCESS PROCEDURE

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PURPOSE

To provide information regarding the management of appeals against any decisions, particularly those with respect to the management of complaints.

SCOPE

All clients, families' staff and other stakeholders.

DEFINITIONS

An appeal is an application made in writing to have a decision overturned or re-considered.

RESPONSIBILITY

General Managers and Chief Executive Officer

PROCEDURE

1. Client, families and staff members must be provided with information on their ability to appeal decisions;
 - At assessment for entry to a service;
 - During staff induction; and
 - At any other time they may be affected by decisions made by the organisation.

2. All appellants are able to have a support person to assist them in the appeal process and must be informed of their right to do so.

3. Appeals against a decision are time limited and must be submitted within 14 days of being notified of a decision.

4. The appeal must be made in writing to the Chief Executive Officer providing the following information:
 - Name and contact details of the appellant,
 - Brief description of the decision and the affects of the decision,
 - Preferred solution.

5. The Chief Executive Officer or delegate will consider the appeal and may seek further information from the appellant, relevant staff member, and any other individual involved in the original decision.

6. If necessary, an internal appeals committee will be formed to assist the Chief Executive Officer to assess the appeal.

7. The final decision will be conveyed to the relevant parties in writing.