



Appeals policy

Introduction

The Chartered Institute of Housing (CIH) is the independent voice for housing and the home of professional standards. CIH is a registered charity and not-for-profit organisation.

The CIH Awarding Organisation (AO) provides nationally recognised housing qualifications, regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Scottish Qualifications Authority Accreditation (SQA Accreditation), Council for the Curriculum, Examinations and Assessment (CCEA) and Qualifications Wales (QW). We are dedicated to providing the highest quality, relevant and up-to-date qualifications for aspiring professionals in the sector.

CIH AO has comprehensive quality assurance procedures. If these systems fail, an appeal may be made to CIH AO.

Why make an appeal?

If you are dissatisfied with a decision made by CIH AO, you should in the first instance, enquire about the decision as your concerns may be resolved straight away. You can e-mail accreditation@cih.org or telephone 02476 851 798. If your enquiry cannot be informally resolved a formal appeals process is detailed below.

An appeal is a formal request to CIH AO to undertake an investigation (on the grounds outlined below) and to arrive at a decision. Appeals may only be made on the basis that CIH AO did not apply procedures consistently or that procedures were not followed properly and fairly.

Who can appeal?	The decision they can appeal?
Centre	Refusal of centre approval
	Refusal of an application to deliver an additional qualification
	Decisions relating to any action to be taken following an investigation into malpractice or maladministration
	Decisions made by Moderators and EQA's
Learner - The centre appeals process must be exhausted before appealing to CIH AO	The results of assessments
	Decisions regarding reasonable adjustments and special consideration
	Decisions relating to any action to be taken following an investigation into malpractice or maladministration

How to make an appeal?

There are two stages to our appeals process:

Stage 1

The appeal must be made within 10 working days of notification of the decision being appealed.

The appellant must submit a formal written request to accreditation@cih.org. The written appeal must contain the following information.

- The name and contact details of the appellant
- The decision that is being appealed
- The grounds for the appeal
- Supporting documentation
- Name of centre
- Details of the qualification and/or unit
- Name(s) of the individual(s) involved in the case

CIH AO will acknowledge receipt of the appeal and appoint an investigating officer. The investigating officer will not have been involved in, nor have a personal interest in the decision being appealed.

An initial investigation into the appeal will be undertaken. Additional evidence may be collected from the appellant and/or named representative and other persons involved in the case.

Where the appeal relates to a finding of maladministration or malpractice, the CIH AO malpractice and maladministration process must be concluded before an appeal is submitted.

Based on the evidence submitted and collected, a decision will be taken as to whether there is a valid appeal to be made. The appellant will be advised of the outcome of the review within 20 working days of the receipt of the original request. The appeal decision will either:

- Change the original decision in light of the evidence that has been reviewed or
- Confirm that the original decision still stands. The appellant has 15 working days to confirm if they now accept this decision or if they wish to proceed to Stage 2 of the process the CIH AO independent appeals panel.

Stage 2

The Panel will be convened within 30 working days from when the appellant returned their comments.

Appeals panel

The panel will be the professional standards committee. The committee is comprised of independent individuals with knowledge/experience of both education and housing. The members of the professional standards committee operate on a voluntary basis so have no personal interest in the outcome of an appeal. Other members may be co-opted depending on the manner of appeal.

The panel will review the evidence from the previous appeals stage. The panel may also request further evidence, a discussion with those involved and / or a visit. Based on this evidence, they will decide whether CIH AO have applied the procedures fairly, appropriately and consistently in line with policy.

Appellants will be notified in writing of the final decision of the appeals panel within 10 working days of the decision being made.

The panel:

- Will receive and determine the outcome of CIH AO appeal cases.
- Must consider, where the appeal is successful, whether there has been a wider impact, and further actions are needed by those concerned to remedy the situation and prevent a recurrence of the issue.
- May propose amendments to the CIH AO policy, process and procedures where the appeal case has indicated weaknesses.

What is the impact of a successful appeal?

Where an appeal case is successful, CIH AO will consider whether there is an impact on the outcomes of other decisions.

CIH AO will consider whether further actions are needed by those concerned to remedy the situation and prevent a recurrence of the issue.

CIH AO may amend policies, processes and procedures where the appeal case has indicated weaknesses.

Where an appeal indicates a failure in the assessment process, CIH AO will identify other learners who may have been affected by the failure. To ensure that these learners are not adversely affected, CIH AO may require that the work of other learners be remarked and where appropriate, the grades or assessment decisions must be adjusted.



What records of appeals are kept?

CIH AO will maintain records of all enquiries and appeals. All appeals are reported and reviewed internally by CIH AO to ensure standards and ways of working are subject to continuous improvement.

All information and data collected regarding an appeal will be stored securely and will only be available to relevant persons.

Conflict of interest

All individuals involved in appeals decisions must declare any perceived or actual conflicts of interest which may influence the outcome of the appeals decision.

The regulators

Once this process is exhausted if a learner is still dissatisfied then they may contact:

SQA accredited qualifications

Where a referral is made to SQA accreditation, they may undertake activities to assess the effectiveness of the CIH AO appeals process. Where concerns are raised CIH AO must take appropriate preventative and/or corrective action to prevent re-occurrence. SQA accreditation is unable to overturn assessment decisions or academic judgements.