

## Scottish Qualifications Authority

This is an extract from the Accreditation Committee Standing Orders 5 December 2011.

### 10 Process for Appeals and complaints

All awarding bodies will have the right to appeal any decision made by ACG/AC. Grounds for appeal will vary depending on individual situations, therefore, all appeals made will be considered in their own right. The following are some examples of what could constitute grounds for an appeal:

- 10.1 The awarding body has evidence to support that a sanction should not have been applied.
- 10.2 The awarding body has evidence to support that an inappropriate sanction has been applied.
- 10.3 The awarding body has evidence to support that specific information which may have an impact on the level or allocation of a sanction being applied, has not been considered by ACG.
- 10.4 Please note that the above is not an exhaustive list of potential grounds for appeal.

All appeals must be made in writing to the Head of Accreditation, SQA Accreditation, The Optima Building, 58 Robertson Street, Glasgow G2 8DQ. All appeals must be received by SQA Accreditation, no later than one month from the date of the ACG decision.

- 10.6 On receipt of the appeal, the following process will be implemented:
- 10.7 Where possible, every attempt will be made to resolve the awarding body's concerns. ACG Members will review the appeal within 10 working days and provide a response to the awarding body within 15 working days.
- 10.8 The awarding body will be provided with an opportunity to respond to ACG's comments. Should the suggestions made by ACG not be acceptable to the awarding body, then further written correspondence from the awarding body must be received within 10 working days of the date of the ACG decision letter.
- 10.9 An Extraordinary Meeting of the Accreditation Committee will be arranged to independently review the appeal. The awarding body and ACG Members will be informed of the date of this meeting. This Committee will be independent of ACG. Therefore, no ACG Members who have contributed to the decision surrounding the appeal will be involved in the Extraordinary Meeting of the Accreditation Committee.
- 10.10 Accreditation Committee will review all evidence in relation to the appeal from both ACG and the awarding body's perspective to provide the awarding body and ACG with their decision in writing within one month of the date of the Extraordinary Meeting.
- 10.11 The decision of Accreditation Committee is final.