

IOSH Professional Journey Appeals Policy

Introduction

The Institution of Occupational Safety and Health (IOSH) is committed to providing an efficient and high standard of service in all areas of our work and continually works to achieve this. The Professional Development and Standards Team work with our members to provide support, guidance, and detailed feedback on the rationale for decisions to members throughout assessment and upgrade processes to provide early resolution to any queries or disputes.

We recognise though that there may be occasions where a member of the Institution may wish to appeal a decision that has been made by a member of staff or other decision-making entity as part of their professional journey. This policy sets out our approach if that happens.

Scope and Definitions

This policy relates to appeals by members who have undertaken Initial Professional Development, Professional Development route assessments, Experiential Route assessments, Chartered Fellowship route assessments or category transfer and who are challenging the judgements of assessors on the assessment outcome or category of membership granted.

Coverage of the Policy

Such appeals will cover the following areas:

1. Open Assessment
2. Skills Development Portfolio
3. Knowledge Assessment
4. Professional Journey Portfolio of Evidence
5. Interview Panel decisions including Peer Review Interview (PRI), Professional Discussion Interview (PDI) and Fellowship interview
6. Membership Category Transfer

Not covered by the Policy

The appeals process is not available for members who wish to request subsequent information to be considered that was not included in the original assessment application.

It is the member's responsibility to ensure their application is as comprehensive and complete before they submit.

Members who wish to provide subsequent information can submit further applications without prejudice, subject to the terms and conditions that would normally apply to the membership assessment process.

Grounds for Appeal

There are three different grounds for members to appeal.

1. Decisions where it is believed that IOSH did not properly, fairly, or consistently follow procedures, processes, and business rules.
2. Decisions where it is believed that the conduct of assessors or decision-making panels had a negative impact on a decision or outcome.
3. Decisions about reasonable adjustments or special considerations relating to any process in which the person has taken part. [IOSH reasonable adjustments](#)

Procedure for Appeals

Stage 1: Lodging the Appeal

Appeals should be lodged by email to the Professional Development and Standards Manager at PDS@IOSH.com no later than twenty one working days after the date shown on the results notification email/letter or within thirty working days of dispatch of individual feedback if the appeal arises from the feedback. The appeal will also be noted in the central appeals register by the Professional Development and Standards Manager.

The letter of appeal must include:

- The name and membership number of the member
- Contact details at which the member may be contacted during the period of the appeal
- The assessment in respect of which an appeal is being made
- The grounds for the appeal including specific evidence relating to the grounds for appeal
- All evidence must be the full and final version no more evidence will be accepted after receipt of this letter/email
- A fee of £50

Stage 2: Acknowledgement

The Professional Development and Standards Manager, or appointed member of the Professional Development and Standards (PD&S) Team, will acknowledge receipt of the appeal in writing, within five working days.

Stage 3: Investigation

The appointed member of the PD&S Team will investigate the candidate's claim that there has been a procedural defect or mitigating circumstances have not been taken into account and will decide on the basis of evidence if there are grounds for an appeal.

The PD&S Team will work with the member to discuss their concerns, the grounds for appeal and any associated evidence provided. Members will be advised that a general disagreement with any decision is not grounds for appeal where IOSH; properly, fairly and consistently followed procedures, processes and business rules; where the conduct of assessors or decision making panels did not have a negative impact on a decision or outcome; and where reasonable adjustments and/or special considerations relating to the process were applied.

Stage 4: Notification of outcome

If the appointed member of the PD&S Team decides that, on the basis of the evidence, there are no grounds for appeal, they will inform the candidate of the reasons for that decision. The decision shall be sent to the member in writing no later than fifteen working days after receipt of the original appeal.

If the appointed member of the PD&S Team decides that there are grounds for an appeal, there will be an offer of the possible outcomes.

The appointed member of the PD&S Team shall report any such appeals and the reasons for them having been rejected or accepted to the Head of Membership Engagement and Development.

Stage 5: Appealing the Decision

If the candidate is not satisfied with the decision of the appointed member of the PD&S Team, they can take the appeal further and write to the Head of Membership Engagement and Development. The member will need to detail why they disagree with the previous decisions. This must be received by the Head of Membership Engagement and Development no later than twenty-one working days after the date of notification to the member from the appointed member of the PD&S Team.

Stage 6: Acknowledgement

The Head of Membership Engagement and Development will acknowledge receipt of the appeal, in writing, within five working days.

Stage 7: Investigation

This stage of the appeal process will consist solely of the consideration of the information already submitted to the appointed member of the PD&S Team, the PD&S Team's own advice, and any other information used by the Professional Services Directorate in coming to a decision.

Stage 8: Notification of outcome

The Head of Membership Engagement and Development's decision shall be sent to the appealing member in writing no later than fifteen working days of issuing the acknowledgement.

Stage 9: Escalation to appeal panel

If the candidate is not satisfied with the decision of the Head of Membership and Engagement and Development, they can take the appeal further and write to the Head of Membership Engagement and Development requesting review by an appeal panel. The member will need to detail why they disagree with the previous decisions. This must be received by the Head of Membership Engagement and Development no later than twenty-one working days after the date of the previous notification to the member from the Head of Membership and Engagement and Development.

Stage 10: Acknowledgement

The Head of Membership Engagement and Development will acknowledge receipt of the appeal in writing within five working days.

Stage 11: Investigation

The Head of Membership and Engagement will refer the appeal to an appeal panel, who will consider the appeal within twenty-one working days.

Stage 12: Notification of outcome

Once the appeal panel has made their decision, the appointed member of the Governance Team shall notify the member of the outcome. The decision shall be sent to the appealing member in writing no later than fifteen working days after the appeal panel meeting. Notifications and rationale will be communicated to the Director of Professional Services and reported to the Policy and Standards Committee.

Stage 13: Appealing the Decision

All decisions made by the appeal panel are final.