



Sterling Accreditation Limited
Setting the Standard

Member Appeals Process

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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 Disciplinary 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. This appeal process is provided at no cost to members.

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 audit process; they may, within 28 days seek to appeal any such decision by giving written notice (See form below) that they wish to refer the matter to the Sterling Accreditation appeals committee and to state the reasons for the appeal and providing any relevant documentation.

The Sterling Accreditation appeals committee will consist of three members of the Sterling auditing team, at least one of whom is a senior member and one who will be an accredited Energy Assessor qualified to the relevant strand to the enquiry.

The Appeals Committee will duly consider the Appeal and reach a decision based on evidence / interviews as appropriate. The Appeals Committee will respond within 14 days of the receipt of the Notice of Appeal.

If the Scheme Member wishes to appeal against one or more elements of the Sterling Accreditation Appeals Committee's hearing; or Sterling Accreditation's decision under the audit 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.

The Sterling Accreditation Appeals Committee terms of reference are set out in SQAD 7.7.

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:-

Question	Response
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	



Full details of the Appeal 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. (Continue on extra paper if required)	
Sterling Office Use Only	
Date Appeal Form Received	
Sterling Appeal Handler	
Current Status	
Escalation	
Resolution Resolution Date	
Response Date	