

## SEQOHS Appeals Policy

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The SEQOHS Appeals Policy applies to decisions made regarding SEQOHS assessment for accreditation, either at initial assessment, annual review or for reaccreditation.

Appeals by an OH service may be made if:

- the OH service has not been awarded accreditation and disagrees with the reasons given;
- the OH service disagrees with one or more key actions or recommendations;
- the OH service has had its SEQOHS accreditation revoked and disagrees with that outcome.

To submit an appeal the OH service should complete a SEQOHS Appeals Form which can be obtained on request by emailing [askSEQOHS@fom.ac.uk](mailto:askSEQOHS@fom.ac.uk), with 'Appeal' in the subject.

The completed SEQOHS Appeal Form, together with any supporting evidence, should be returned via email to [askSEQOHS@fom.ac.uk](mailto:askSEQOHS@fom.ac.uk) and marked for the attention of the SEQOHS Manager who will confirm receipt, normally within 5 working days.

A review will be carried out by appointed individuals who have not taken part in the decision or decisions upon which the appeal is based. The process of review normally takes 4 weeks after which the SEQOHS Manager will notify the OH service of the outcome of its appeal.

Should an OH service be unhappy with any other aspects of the service that it has received from SEQOHS, the OH service should refer to the SEQOHS Complaints Policy.