

Quality Counts Appeals Policy and Procedures

NDNA is committed to maintaining the integrity of its Quality Counts award.

In order that we provide a transparent service which deals with all settings in the same way, the procedures detailed within this document will be applied to meet this commitment.

Where a setting considers that the level of the award sanctioned by the accreditation panel is unfair or incorrect they have the right to appeal. Appeals are made on the basis that we did not apply our procedures consistently or that we did not follow our procedures properly and fairly.

Please note, where an appeal is not upheld, we will charge for any additional administration expenses incurred, up to a maximum fee of £100.

PROCEDURE

1. Notice of a request to appeal should be lodged in writing by the setting within 28 days of being informed of an accreditation panel award decision
2. The setting submits an Appeal Form and includes with this any relevant documentation and comments which support their appeal
3. **Please note: The documentation and comments provided by the setting should relate to evidence available at the time of the assessment visit. Newly introduced or amended documents and/or procedures introduced after the visit are not valid as a part of the appeal**
4. Photographs cannot be accepted as appeals evidence
5. NDNA will acknowledge the appeal on receipt and provide the setting with the date that the appeal will go to panel
6. NDNA will contact the assessor and inform them that an appeal has been made and provide them with a copy of the Appeals Form, so they are aware of the aspects raised by the setting
7. The assessor will respond to the setting's concerns using the Appeals Form
8. All documentation, including the assessor's response, will then be considered by the next accreditation panel
9. **The panel's decision is final**
10. NDNA will inform the setting in writing of the appeal decision and, if appropriate, issue amended documentation
11. If the accreditation panel does not uphold the appeal, Quality Counts staff will arrange with finance to raise an invoice for any additional administration expenses incurred, up to a maximum fee of £100.