

## CPD Accreditation Appeals Policy

### Definitions and Abbreviations

Item	Definition
<b>Accreditation</b>	Evaluation of a continuing professional development (CPD) activity against defined standards.
<b>Appeal date</b>	Date on which AdPha acknowledges receipt and acceptance of the appeal
<b>Appellant</b>	Person making the appeal under this policy
<b>CPD</b>	Continuing Professional Development
<b>ESG</b>	Education Steering Group

### 1. Purpose

AdPha seeks to work with applicants where possible to improve their submission to meet the accreditation evaluation criteria rather than rejecting them outright. This usually leads to a better product and outcome for the provider.

The purpose of this policy is to outline the appeals process available to applicants whose application for CPD accreditation has not been granted.

### 2. Scope

This policy covers the appeals process for CPD accreditation applications for professional development activities produced and delivered by AdPha staff and volunteers and external providers.

### 3. Reasons for appeals

3.1 An appeal against the CPD accreditation decision may be made on one or more of the following grounds:

- a) Undisclosed conflict of interest.
- b) Breach in the accreditation evaluation process.
- c) Error in the decision-making process.

### 4. Appeal submission process

4.1 All appeals must be made in writing (via email) to the Head of Education within 14 days of the applicant being notified that their application was unsuccessful.

4.2 When submitting an appeal, the appellant must:

- a) State, in writing, the grounds or reasons for their appeal.
- b) Provide any relevant supporting documentation or other materials relating to or supporting the appeal.
- c) Include payment of the appeals fee (where relevant) as outlined in the CPD accreditation guidance document.

4.3 Appeals that do not meet the above criteria will not be considered.

4.4 In submitting an appeal under this policy, the appellant acknowledges that:

- a) The appellant bears the onus of demonstrating that the decision was in error and, until that onus is discharged to the satisfaction of the ESG Chair, the appealed decision shall remain valid and unchanged.
- b) AdPha bears no responsibility for any delay in the delivery of the CPD activity, even if the appeals process extends beyond the expected or anticipated timelines.

4.5 AdPha will, within three (3) business days of receipt of the appeal:

- a) Acknowledge (via email) receipt and acceptance of the appeal documents (appeal date).
- b) If the appeal documents are incomplete or do not otherwise meet the requirements of this Policy, give notice of the rejection of the appeal.

## 5. Appeal review

5.1 Within two (2) business days of the appeal date, AdPha will provide all documentation related to the initial CPD accreditation application to the ESG Chair.

5.2 During their review of the application, the ESG Chair may:

- a) Contact the appellant in writing to request additional information or documentation.
- b) Obtain any other information that may be, in their opinion, appropriate, prudent, relevant, or necessary to the subject or circumstances of the appeal.
- c) Make their own inquiries as they see fit and seek such further information from the pharmacist who made the original decision, or from third parties and third-party sources.

5.3 If the appellant refuses or fails to respond within the timeframe specified in the request made under the conditions outlined in 5.2 (provided it is not less than two (2) business days), the appellant will be deemed to have waived their right to respond.

## 6. Appeal determination

6.1 AdPha will notify the appellant of the outcome of the appeal within fourteen (14) days of the appeal date.

6.2 The reason for the decision will be included in the notification.

6.3 All documentation relating to the appeal will be retained electronically for seven (7) years with the initial accreditation application.

## 7. Appeal outcomes

7.1 If the appeal is upheld, AdPha will provide the appellant with all necessary accreditation information to proceed with the CPD activity.

7.2 If an appeal is not upheld then the original decision will stand. The appeal decision will not be subject to further appeal or review.

## 8. Confidentiality

8.1 All appeals made under this policy will be treated in confidence and are subject to the AdPha Privacy Policy.

## 9. Related policies

Accreditation of Continuing Professional Development Activities (CPD) Policy

Code of Conduct

Conflict of Interest Policy

Privacy Policy

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