

FCSA

FREELANCER & CONTRACTOR SERVICES ASSOCIATION (FCSA)

MANAGEMENT OF APPEALS

1. Introduction

Appeals against a decision regarding FCSA Certification of the provider service as per FCSA Code requirements must be in writing from the client, following the independent review and decision of the assessment report findings and any follow-up action.

2. Procedure

2.1. FCSA has appointed an Independent Arbitration Panel (IAP) which has the delegated authority to make a final decision on any appeal.
https;//fcsa.org.uk/about-us/iap

2.2. The appeal, against FCSA decision on the Certification (or subsequent suspension/withdrawal) must be in writing to the Chief Executive for the attention of the IAP Chair, providing the reasons for the appeal.

2.3. The Chief Executive will record receipt of the appeal and whilst acknowledging the receipt also informs the appellant that it will be referred to the IAP.

2.4. Details of the appeal are provided to the IAP members.

2.5. In order to progress the appeal, the IAP will determine/investigate the facts surrounding the appeal, clarifying details with the relevant FCSA personnel as necessary (including the Assessors) and the appellant as appropriate. The IAP Chair will also advise the appellant that a meeting may be requested by either party to present/discuss the facts of the appeal in more detail as appropriate.

2.6. The Committee members will determine the outcome of the appeal and the appellant advised accordingly in writing by the IAP Chair.

2.7. In investigating the appeal, it may be established that corrective actions are required by FCSA to ensure situations do not occur which result in future appeals of decisions. The IAP may suggest such actions.

2.8. Details of appeals and any required corrective action will be discussed at the management review meetings and the agreed actions taken, recorded, and monitored accordingly.

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Issue 1	02/01/24	Document First Issue

FCSA

integrity • independence • influence

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