Appeals Procedure for Emergency Care
ACP Credentialing

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1.0 Introduction

An applicant who has submitted their portfolio to be considered for credentialing against the Royal College of Emergency Medicine’s Emergency Care ACP curriculum may, in the circumstances outlined below, have the right of appeal against the outcome. Any applicant who makes a complaint or appeal in good faith will not be disadvantaged in current or future applications. Applicants should feel able to lodge an appeal secure in the knowledge that it will be fairly investigated.

The sole ground for appeal is if there is evidence of a procedural irregularity in the conduct of the credentialing process (including administrative error).

Appeals will not be granted on the grounds that:

a. an applicant was not aware of or did not understand guidance relating to the credentialing process
b. an applicant’s Educational Supervisor signed off the checklist as complete
c. the applicant disputes the judgement of the panel that the evidence provided is not sufficient or does not confirm competence

1.1 Requested Appeal Outcomes

The outcomes of an appeal which may be requested by an applicant are:

a. A full or partial refund of the application fee.  
   or
b. Only in cases where the applicant has demonstrated a procedural irregularity, including administrative error, has lead to them being issued an incorrect result that the result be amended for unsuccessful to successful.

2.0 The Preliminary Procedure

An applicant wishing to submit an appeal must do so, in writing, within 20 working days of the date of the communication of the panel’s decision. The written submission must include full details of the grounds for appeal and all supporting documentation the candidate wishes to be considered, together with the requested outcome as listed in regulation 1.1 above.

A fee of £250 must be submitted (in the form of a cheque made payable to the Royal College of Emergency Medicine or by an electronic bank transfer) with the candidate’s written submission. The fee will be refunded if the appeal is
successful.

The Training Manager or their nominated Deputy will, on receipt of an appeal, acknowledge receipt and collate all necessary documentary evidence. The Training Manager will then present all details of the anonymised appeal to the College Dean (or nominated deputy if the Dean is directly involved in the appeal) who will initially consider the appeal. If the College Dean considers that the appeal falls outside of the permitted grounds, the appeal will be rejected and the candidate will be notified by the Training Manager. This will be the end of the appeals process, irrespective of whether there are further circumstances or evidence cited by the candidate.

3.0 Consideration by the Appeals Panel

If the College Dean agrees that there is a prima facie case for appeal he/she will convene an Appeals Panel within eight weeks of the written representation being received, or as soon as practical thereafter. The Appeals Panel will consist of:

- The College Dean, who will act as the Chair of the Appeals Panel
- A College Officer Bearer (namely a College Officer or member of the ACP Working Group)
- An ACP Supervisor (and Fellow of the College)
- A member of the Lay Advisory Group

The Training Manager, or nominated deputy, will act as Secretary to the Appeals Panel and will attend the panel as an observer.

The Panel will consider the appeal in accordance with the written documentation available and will afford the applicant the opportunity of attending the hearing, in person or, if impractical, by videoconferencing. The Training Manager will agree the date of the hearing with the applicant.

No member of the Appeals Panel will have been involved in assessing the applicant’s submission which is under appeal or have any other current or previous connection to the applicant. In such or other exceptional circumstances, if the College Dean has any prior knowledge of the applicant or the submission in question, they may nominate a deputy to replace him/her on the Appeals Panel.

The applicant will be entitled to be accompanied by one person, whom the applicant shall identify in advance, providing ten working days’ notice. The friend may advise and counsel the applicant but will not be permitted to address the panel or take any part in proceedings.

The Appeal Panel may request of the applicant corroborative evidence not already supplied, such as supporting evidence from trainers. The Panel may also seek evidence from any other person concerned with the submission under appeal and may invite any person to give evidence to the hearing. Members of
the panel and the applicant may question any person before it.

4.0 Outcome of the Appeals Panel

If the appeal is rejected, the Training Manager will notify the candidate of the outcome and the reasons for the Panel’s decision within ten working days. This will be an end of the appeals process irrespective of whether there are subsequent circumstances cited by the candidate.

If the Panel upholds an appeal for a change in the credentialing result the case will be referred, with a report and recommendation from the Chairman of the Appeals Panel, for a final decision to the President, or in his/her absence a Vice President. In order to make this recommendation, the Panel must be satisfied that, had the procedural irregularity not occurred the applicant would have been successful.

The candidate will be informed of the outcome of a referral to the President within ten working days. There is no further right of appeal.

Any question regarding the conduct of the appeal shall be determined fully and finally by the Chair of the Appeals Panel, who may take whatever steps he/she considers necessary to ensure that the appeal is handled efficiently and fairly.

5.0 Referral to the President

The authority to change credentialing outcome lies with the President. Where the Appeals Panel recommends that an applicant’s outcome is amended, the President will consider the anonymised recommendation from the Appeals Panel.

The decision of the President shall be final and communicated to the applicant by the Training Manager. This will be an end of the appeals process irrespective of whether there are subsequent circumstances cited by the applicant.