



Sterling Accreditation
setting the standard

Member Appeals Process

Sterling Accreditation Limited

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1. Introduction

This process is to be read in conjunction with the Sterling Accreditation Code of Conduct document, the QA Auditing practices and procedures manual and the Member Disciplinary Procedure.

The Appeal procedure is set out to provide a clear and effective process when all other avenues to resolve a problem have been exhausted. This appeal process is provided at no cost to members.

Energy Assessors who have been found to be in breach of these standards by the Sterling Accreditation Disciplinary Committee can make an appeal to the independent Disciplinary Committee as described in this document.

2. Appeal Procedure

If a Scheme Member wishes to appeal against one or more elements of the Sterling Accreditation audit or membership processes; they may, within 10 working days of notification of failure/rejection, seek to appeal against the following items:

- Audit Failure
- Annual CPD Rejection
- DBS Certificate Rejection
- Breach of the Code of Conduct
- Accreditation Suspension or Revocation

Audit Appeals: Sterling Accreditation will review all audit appeals in conjunction with the original auditor and if necessary a further review will be undertaken by a separate auditor to validate the original auditors findings. The audit appeal resolution will be final and binding and cannot be escalated further.

Appeals where members have been suspended or had their membership revoked (struck off): Sterling Accreditation will review membership related appeals and where necessary escalate the appeal to the appeals committee. The Sterling Accreditation Appeals Committee terms of reference are set out in SQAD 7.7. The Appeals Committee will duly consider the Appeal and reach a decision based on evidence / interviews as appropriate. The Appeals Committee will respond within four weeks of the receipt of the Notice of Appeal.

All decisions made by either the Disciplinary Committee or the Appeal Committee are held securely, together with any relevant documentation, for fifteen years for future audit purposes.

Under exceptional circumstances, Sterling Accreditation Ltd, may refer a membership appeal/complaint to EASOB (Energy Assessor Scheme Operating Board). This could include: Instances where an Energy Assessor has been suspended by one Accreditation Scheme, preventing them from trading and another Accreditation Scheme has considered the evidence believing that there is a compelling case that the individual has been treated in a vindictive or perverse manner by the Accreditation Scheme who suspended them.

Please note that DLUHC and the register operator will only respond to requests from Accreditation Schemes. Members shall not attempt to appeal or complain directly with these departments.



Member Appeal Form

1. Introduction

Each rejected applicant has the opportunity to appeal against the decision within four weeks of the original rejection notification.

All Appeals will be received and vetted by the Sterling Membership Team and passed to the Scheme Manager for further appraisal.

For further details, please see the 'Sterling Disciplinary and Appeal Procedure' document.

The following template should be used for Member Appeals:-

Question	Response
Date of Appeal	
Name and ID of Appealing Member	
Contact Details Of Appealing Member Address Postcode Telephone No Home: Mobile: Email Address(es)	
Availability for feedback : Preferred Means of Contact (email/phone/letter): If phone, preferred Time:	
Brief description of Nature of Appeal	



Full details of the Appeal Please be as detailed as possible, giving the reasons for Appeal and any facts which might assist your appeal. Attach any evidence which is relevant to this appeal. (Continue on extra paper if required)	
Sterling Office Use Only	
Date Appeal Form Received	
Sterling Appeal Handler	
Current Status	
Escalation	
Resolution Resolution Date	
Response Date	