Appeals Policy

Introduction

A Company can only appeal against any decision of NAPIT to refuse, reduce the scope, suspend or withdraw certification. This document defines an appeal, provides information on how to submit an appeal and sets out the series of stages that NAPIT's appeals process includes.

It does not include complaints surrounding procedures or service received from NAPIT. For complaints against NAPIT, you will need to follow the process as outlined on the NAPIT Website.

What is an appeal

An appeal seeks to review and change a certification decision made by NAPIT. It gives the company an opportunity to put forward relevant information and / or supporting evidence for NAPIT to consider, alongside the circumstances that led to NAPIT's certification decision being appealed against. As ongoing certification is subject to fulfilling NAPIT's certification requirements within prescribed timescales, an appeal should explain why the decision may be deemed unjustified.

How to appeal

A company making an appeal must set out its grounds clearly in writing to NAPIT (details shown below) within 21 calendar days of NAPIT imposing the certification decision by:

By E-mail to: Appeals@napit.org.uk, or;

By Post to: For the attention of Standards, NAPIT, 4th Floor, Mill 3 Pleasley Vale Business Park, Mansfield, NG19 8RL

The request for written appeals will not present a barrier and where a vulnerable party is involved, reasonable adjustments may be required to assist in the submission process. Please refer to NAPIT's reasonable adjustments policy available via the website or call 0345 543 0330 for assistance.

Stages to an Appeal

Stage 1 of the appeals process

Appeals shall be acknowledged within 5 working days of receipt , though this may extend during busy periods. A handler, who is independent of the NAPIT decision being appealed against, shall be assigned to carry out a review that takes into consideration all relevant circumstances alongside the appeal submission. It is the assigned handler's aim to communicate the decision from that review process within 10 working days from the date of acknowledgement but depending on the volume of information and/or evidence submitted, additional time may be needed. If this is the case, the company shall be notified accordingly with new timescales.

If the company fails to provide grounds of appeal that directly relates to the reasons for NAPIT's decision, the review finds that the appeal is frivolous or vexatious or the company does not sufficiently justify why NAPIT's certification requirements were not fulfilled within prescribed timescales, the appeal will be rejected.

All appeal conclusions shall be communicated to the company in writing. In some cases, membership status changes under the appeals process may be subject to the company completing specific actions that relate to any outstanding certification requirements. Information about any actions and associated timescales shall be clearly set out in NAPIT's response.

Stage 2 of the appeals process

If the company is not satisfied with decision made by NAPIT under the appeals process, a formal escalation to the NAPIT management team can be requested to prompt a further review. Within 5 working days of receiving the formal escalation request, the relevant manager shall aim to issue an acknowledgement that includes information about the intention of NAPIT's investigation and timescales for responding.

Stage 3 of the appeals process

If stage 1 or 2 does not reach a conclusion on the appeal, an Appeals Panel or Independent Inspection may be sought, depending on the circumstances. To trigger either approach, the company shall be asked to lodge a required payment. If the Appeals Panel or Independent Inspection finds in the company's favour, this amount shall be refunded. More information about either investigation approach can be provided if necessary.

Possible Appeal Outcomes

There are 3 key possible outcomes of an appeal investigation:

Upheld - We accept all the grounds presented for appeal.
Partially upheld - We accept some, but not all, of the grounds presented for appeal.
Rejected - We do not accept any of the grounds presented for appeal.

Should any of the outcomes above affect the status of your certification with NAPIT, you will be informed of the impact. If there are any additional terms you are required to meet as part of the decision made, these will also be communicated to you.