The InteRisk Group Appeals Policy

The InteRisk Group encourages clients to notify The InteRisk group management of any situation where they believe the decision made is not adequate, fair or correct. The InteRisk Group has established processes in place to manage appeal requests received.

Upon receipt of such notifications, either verbal or in writing, and whether explicitly labelled as an 'appeal' by the person/organisation notifying, The InteRisk Group will consider and treat the notification as an appeal.

Once an appeal has been requested, The InteRisk Group management will acknowledge the receipt and it will be recorded. An investigation will then occur with regular updates provided to the appellant. The investigation should aim to consider:

- The evidence that lead to the decision made.
- The perspectives of any individuals or teams involved.
- Any evidence or perspective provided by the appellant that may alter the decision made.
- The possible need for corrective action.

This investigation will be conducted in such a way that it avoids bias. As such, any individuals or teams involved in the initial decision will not be involved in the investigation or subsequent decision making. In addition, evidence relating to the appeal will aim to be collected from all relevant sources.

All evidence, outcomes and corrective actions stemming from the investigation will be recorded to avoid recurrence. Where possible and relevant, The InteRisk Group will provide the appellant will progress and outcomes of the investigation, including any corrective actions taken.

As far as reasonably possible, The InteRisk Group will keep information related to the appeal confidential.

The InteRisk Group considers appeal requests to be of the upmost importance. Should the appellant not be satisfied with the way the request was handled, or the subsequent decision, the appellant has the right to raise the outcome to a relevant third party (e.g. the relevant accreditation authority).

Billy Dash
General Manager
January 2020