

## Policy on Appeals

### 1. The right to appeal

Every participant has the right to appeal if they do not agree with the assessment decision on the bases that:

- a) Evidence submitted was not taken into consideration when the assessment decision was made.
- b) Proper briefing on the requirements of the assessment did not take place.
- c) The assessor unfairly discriminated against the participant.
- d) Provision was not made for special needs as was agreed by the provider.
- e) None of the above: Please provide a detailed description with substantive proof

### 2. Procedure

- a) Appeals can be lodged by completing the Appeals link on the [iepa.org.za](http://iepa.org.za) website which will reach the Executive Director.
- b) A clear reason for the appeal must be provided as per clause 1.
- c) Appeals must be submitted 10 working days after the Assessment Feedback Report was issued.
- d) Acknowledgement of the appeal will be made within 5 working days, with an indication if a meeting must be held with the participant or of when a decision will be communicated to the participant.
- e) Once the appeal has been investigated, the participant will receive a copy of the outcomes of the investigation.
- f) The participant has the option of accepting the decision or escalating the appeal to the IEPA Board of Directors.

### 3. Stages of appeal

Once a participant has lodged an appeal, the appeal will be investigated by:

- a) Participant lodges an appeal through the online link.
- b) A director receives the complaint directly and investigates.
- c) The assessor provides input.
- d) Moderator provides input.
- e) Dependent on the nature of appeal and outcomes reached after the investigation, the director will either advise the resolution to the participant or submit the outcomes for further investigation and decision making to an independent panel of relevant persons to provide their input for decision making.
- f) Should the participant not be satisfied with the outcomes of the decision the applicant has the right to request that the appeal is escalated to the Board of Directors of IEPA in writing to the most recent contact email, whereafter external representatives will be contacted for further processing.

Signed into effect on 2022.10.24



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