



liV Appeals procedure

If an organisation wishes to appeal against an assessment decision, they should follow the liV appeals procedure. The UK Volunteering Forum (UKVF) expects that appeals will normally be dealt with informally before the formal liV appeals procedure is invoked.

Stage 1: Informal level

If an organisation wishes to appeal against an assessment decision, they should initially discuss the decision informally with the liV assessor concerned.

Stage 2: First formal level

If it is not possible to resolve the appeal at stage 1 then the organisation may ask the relevant liV country manager to refer the appeal to the lead assessor responsible for that organisation. The lead assessor will discuss the appeal with the assessor concerned.

If the lead assessor was involved in the assessment decision which is the subject of the appeal, then the liV country manager will refer the appeal to another lead assessor.

The organisation concerned will normally be informed in writing of the outcome of stage 2 of the appeal within ten working days of the matter being referred to an appropriate lead assessor.

If the lead assessor supports the assessor's decision, the organisation concerned will have the right to invoke stage three of this appeals procedure.

Stage 3: Second formal level

If the organisation wishes to continue with the appeal, then the matter should be referred to the Chair of the UKVF Quality Assurance Panel (QA Panel). The Chair of the QA Panel will ensure that the appeal is considered within one calendar month by an Appeals Panel comprising a minimum of four people.

- Two independent members of the QA Panel



- One liV country manager other than the liV country manager involved in the appeal
- One lead assessor other than the lead assessor involved at stage 2 of the appeals procedure

The decision of the QA Panel will be final.

The organisation concerned will be informed in writing of the outcome of stage 3 of their appeal within five working days of the appeal being considered by the QA Appeals Panel.

There will be no charge to the organisation concerned if their appeal is upheld at stage 3.

Stage 1		
1.1	Organisation discusses issues informally with assessor	
This could be the end of the appeal		
Stage 2		Customer service statement
2.1	Organisation lodges appeal with liV country manager who will acknowledge the appeal in writing within five working days	Five working days
2.2	liV country manager refers the appeal to an appropriate lead assessor within five working days of stage 2.1	Five working days
2.3	The lead assessor identified by the country manager reviews the appeal and produces a decision within 10 working days of stage 2.2	10 working days
This could be the end of the appeal		
Stage 3		Customer service statement
3.1	If the organisation is not satisfied with the outcome of the lead assessor's decision, they have the right of appeal. The appeal should be lodged with the liV country manager concerned no later than 21 days after receipt of the action plan from the lead assessor's decision (stage 2.3)	21 working days
3.2	The liV country manager will refer the appeal to the chair of the UKVF Quality Assurance Panel within five working days of stage 3.1	Five working days
3.3	The chair of the QA Panel will ensure that an appropriately constituted appeals panel considers the appeal within one calendar month of stage 3.2	25 working days
3.4	The chair of the QA Panel will communicate the QA appeal panel's decision in writing to the organisation concerned within five working days of stage 3.3	Five working days

The decision of the UKVF Quality Assurance Appeals Panel will be absolutely final