

The Institute of Trichologists'

Registration Appeals Complaints Policy and Procedures

An appeal can relate to an application for:

- initial registration
- annual retention of registration
- restoration to the register
- removal relating to Continuing Professional Development (CPD) or indemnity arrangements

The person appealing (the appellant) will attend a meeting (in person or on-line). The Registration Council will hear the appeal. The following process will apply.

1. **Your registration, retention or restoration to the Register is refused by the Registrar** (*Inc: if the Registrar removes your name from the Register for non-compliance with Continuing Professional Development*).

The Registrar will write to let you know that your application has been refused or has decided to remove your name from the Register for non-compliance with CPD, and will give the reason for refusal or removal decision. If this happens you will have 28 days only (this cannot be exceeded, even by one day) to appeal the Registrar's decision, starting from the date of the Registrar's letter or refusal to grant registration or the Registrar's notice of decision to remove your name from the Register.

2. **The RC receives a written notice from you advising us that you wish to appeal the Registrar's decision.**

The registrar will confirm to you we have received the notice and will contact the Registration Council (RC) to arrange a date for the hearing. The Registrar will prepare papers, including evidence to back up the decision to withhold registration. You will be kept informed of any developments.

3. **Papers for the hearing are sent to you**

- a notice giving the date, time and place of the hearing
- a copy of the papers from the Registrar for the hearing panel to consider
- any other documents relevant to the hearing.

The hearing notice will allow you 14 days to provide the RC documents to support your appeal. The 14 days starts from the date stated on the hearing notice. You will need to send the RC:

- your grounds for appealing the Registrar's decision
- any supporting evidence you wish to include
- definite notice as to whether you will be legally represented
- an indication as to whether you wish the hearing to be held in private

We do not accept further submissions or evidence after the 14 day period, unless an extension of time has been agreed by the RC Chair. This does not stop you or your legal representative from seeking admission of such evidence on the day of the hearing.

4. After the 14 day notice period, papers will be sent to relevant parties

The Registrar sends you, the RC and any other relevant parties the final papers for the hearing, normally this is at least 7 days before the hearing.

5. The appeal hearing

The RC consider all of the submitted evidence.

Order of Proceedings

The evidence submitted by the Registrar will be considered first so as to provide background to the case.

Legal Representation

You may choose to be legally represented at the hearing if you wish. If you do, you should give these notes to your legal representative as soon as possible.

The Registrar May also be legally represented at appeal hearings.

Legal Assessor

A legal assessor may attend the hearing in order to give legal advice. If the legal assessor does give advice this will be done when all parties are present.

Witnesses

The RC may hear witnesses:

- on the application of the appellant
- on the application of the Registrar
- of its own motion.
-

Please note that the RC does not have the power to make witnesses attend hearings. Therefore, if you wish witnesses to appear it is for you to ensure they attend. When the RC gives their decision at the end of the hearing, they will also give the reasons for that decision. You and their legal representatives should note that these reasons may refer to any evidence presented or matters raised during the hearing.

6. A notice of decision is sent to the appellant

The Registrar will write to you to formally confirm the decision of the appeal panel. If the decision of the panel is to overturn (disagree with) the Registrar's decision you will also be contacted by the Registrations department to let you how to continue with your application. If the decision of the RC upholds (agrees with) the Registrar's decision, you have the option of appealing. An appeal must be within 28 days of the date on the formal notice of decision. The formal Notice of the Decision of the Appeal Hearing, including the decision and the reasons for it, will be published even if the hearing was held in private, in accordance with our Disclosure Policy. This will include posting the notice on our website where it will be publicly available.