

## RAPAR APPEALS PROCEDURE

To be used in conjunction with the RAPAR Complaints Procedure

The right to appeal against the investigating officer's report, conclusions and recommendations.

Please note that this is a confidential process but all parties have the right to be represented or accompanied throughout the process.

If you wish to appeal against the outcome of the complaints process, you should:

1. Write to the RAPAR Secretary/Trustee stating that you wish to appeal.  
This should be done as soon as possible and, in any case, within 14 days.
2. State why you think the outcome was wrong
3. State if you think the any part of the complaints process was wrong or unfair
4. Submit any new evidence (this must be related to the original complaint or the complaints process and procedures}

If you appeal, the RAPAR Trustees will look at your case again. The Trustees involved in the appeal process will have no prior knowledge of the details of the complaint or the outcome. They will decide whether:

- the complaint procedure was followed in a fair way
- the outcome was fair

They will:

- hear your appeal
- carry out another investigation, if necessary

- consider whether a different outcome is appropriate
- provide the outcome in writing as soon as possible.

The appeals panel decision is final.