

Australian and New Zealand Podiatry Accreditation Council

Manual:	Policies and Procedures	Issue Date:	Nov 2014
Section:	Accreditation	Review Date:	Nov 2016
Subject:	MANAGEMENT OF APPEALS & COMPLAINTS	Version No:	2.0

Introduction

1. Under the *Health Practitioner Regulation National Law Act 2009* (the National Law) if the Australian and New Zealand Podiatry Accreditation Council (ANZPAC) decides to refuse to accredit a program of study it must give written notice of the decision to the education provider that provides the program. The notice will state the reasons for the decision and that, within 30 days after receiving the notice, the education provider may apply to ANZPAC for an internal review of the decision. The notice must also state how the education provider may apply for an internal review.
2. The policy also applies where there is an unresolved disagreement between ANZPAC and an education provider regarding an accreditation decision made by ANZPAC. ANZPAC will not accept appeals considered to be frivolous or vexatious.

Appeals Process (Education Providers)

3. ANZPAC has in place a process of independent review of accreditation decisions. There are two types of review – a review of process or a review of decision.
4. An application for review of process would be lodged if an education provider believed there was evidence that the manner in which the accreditation process was conducted was procedurally unfair. The review of process is limited to review of the procedures related to the accreditation process of the program of study and may include consideration of matters such as the sequence and timing of the accreditation process, the process of review and evaluation of documentation and the conduct of the site visit. Again, education providers are encouraged to discuss any queries or concerns at this stage with the Executive Officer and/or the Chairperson of the Accreditation Committee.
5. An application for review of decision would be lodged if an education provider believed there was evidence that the decision of the ANZPAC Board of Directors was unjustified or patently unreasonable in the circumstances. The onus is on the education provider to prove that the decision was not supported by substantial evidence on the record or that the decision was made on capricious or arbitrary grounds and not the application of objective standards.
6. An application for review must be lodged within 30 days from the date of the letter advising the program of study of the decision made by the ANZPAC Board of Directors. The application must set out the precise grounds for the request and include the necessary evidence.
7. Upon receipt of an application, a Review Panel will be set up by the ANZPAC Accreditation Committee and agreed by the education provider. It must include at least two senior academics from an ANZPAC accredited podiatry program of study (one of whom must have demonstrated working knowledge of the ANZPAC accreditation process) and one person with experience in the practice of podiatry.
8. The members of the Review Panel must not have been involved in the accreditation of the program that is the subject of the review. Each member will be asked to sign a non-disclosure agreement applicable to all outside of the review process.
9. The Review Panel will review the education provider's submission, relevant reports and documentation. It will have the discretion to interview staff, students and other relevant people, and to inspect facilities where it concludes that such actions are necessary for it to make an informed judgement.

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10. A report prepared by the Review Panel will be forwarded to both the education provider and ANZPAC. The education provider will be given the opportunity to respond to any issues raised in the report before ANZPAC makes a final decision on the program accreditation status and/or conditions. This final decision will be made within 90 days of the appointment of the Review Panel. The decision of Review Panel is final.
11. The education provider concerned prior to the establishment of the Review Panel must meet the cost of the review. Please refer to the Fee Schedule shown on the ANZPAC website www.anzpac.org.au

Complaints (Individuals)

12. The functions of ANZPAC do not include a role in investigating the complaints of individual students, staff or trainees. Education providers accredited by ANZPAC are expected to have processes for addressing grievances, complaints and appeals.

Date approved: Board of Directors – 21 November 2014