

## ADVANCING PRACTICE – APPEALS POLICY

1. Any applicant for Advancing Practice credentialing may appeal the outcome, where the applicant:
  - a. Believes that procedural error or bias has occurred during the evaluation of their portfolio, **and**
  - b. Is able to provide evidence to demonstrate the error or bias has occurred.
2. All appeals will be subject to a \$198 (inc GST) application fee. The fee is refunded if the appeal is upheld.
3. Appeals must be lodged in writing to Advancing Practice, and the application fee paid, within 6 weeks of the applicant receiving their portfolio evaluation report.
4. Appeals will be heard by an Appeals Committee. The Board of Pharmacy Development Australia (PDA) will convene an Appeals Committee for all appeals.
5. The Appeals Committee will consist of:
  - a. The Chair of the PDA board
  - b. Two other independent members appointed by the PDA Board, on the basis of their experience and independence from the appellant.
6. The Appeals Committee will fully consider the appeal. After consideration, the Appeals Committee may decide one of the following:
  - a. Uphold the appeal and change part or all of the portfolio evaluation, or
  - b. Uphold the appeal and make no changes, or
  - c. Reject the appeal
7. The Appeals will only be upheld for errors of procedure, conflict of interest or bias. Appeals will be rejected where:
  - a. The applicant's appeal is based on disagreement with the expert evaluator with regard to their skill, judgment or feedback, or
  - b. The applicant's appeal is based on additional portfolio evidence, or clarifications to their evidence, being supplied.
8. Appeals Committee will report their decision to the PDA Board and Advancing Practice staff to communicate to the applicant.
9. The Appeals Committee will reach a decision within four weeks of receiving an Appeal.

## Appeal Flowchart

