

What should I do if I am dissatisfied with the outcome of my application?

Applicants are invited to initiate the following appeals process after a decision has been made by the JCCP on the outcome of their application to join the JCCP Practitioner Register.

Step 1 - Initiation of the appeals process

- Please submit (in writing) as much information as possible about the reason why you are dissatisfied. Please submit your appeal to complaints@jccp.org.uk.
- Upon receipt of the complaint the complaint will be referred within three working days to the JCCP Registrar and the date the appeal was received will be recorded.
- The complainant will be informed at that time that the matter has been referred to the JCCP Registrar for consideration.

Step 2 - Carrying out the appeal

The JCCP Registrar will:

- Process all appeals and conduct a paper-based review of the appeal to identify whether the JCCP's application and vetting procedure has been followed.
- Investigate the appeal and reach a decision within 10 working days of the appeal being raised.

Step 3 - Actions resulting from the appeal

Where the appeal identifies that further action is needed the JCCP Registrar will:

- Instruct the JCCP registration team where further lines of enquiry are identified.
- Inform the Applicant of the decision and explain the reasons for this decision.
- Advise the Applicant, if necessary, that if they remain dissatisfied, they can take the appeal to the next stage and request a formal review of the appeal decision by the JCCP's Practitioner Register Committee.