

CISI Membership Policy: Queries and Appeals Process

The purpose of this policy is to establish a fair, transparent and consistent process for applicants whose membership applications have been refused and who wish to query or appeal the decision in accordance with paragraph 10.4 of the *CISI Membership Regulations*.

1.1 Rationale

The purpose of this policy is to ensure that applicants whose membership applications have been declined are provided with a clear, fair and transparent mechanism to seek clarification of the decision and, where appropriate, submit a formal appeal against that decision.

1.2 Membership application and suitability requirements

The eligibility criteria for membership is set out in Annex 1 of the membership regulations. Applicants must meet the required eligibility and suitability criteria to apply.

1.3 Membership Feedback / Queries

Prior to submitting a formal appeal, applicants are encouraged to seek clarification of the decision through the CISI membership queries process. Applicants who wish to seek clarification or raise a query regarding the outcome of a membership application may do so by contacting the CISI Applications Team at applications@cisi.org.

Applicants wishing to query a decision must do so within ten working days of the date on which the refusal decision was communicated. All queries will be acknowledged within two working days and the CISI will aim to provide a substantive response within ten working days.

Such queries/feedback will be reviewed by the Senior Manager, Operations. If the CISI finds that the decision should be upheld, this will be communicated to the applicant along with the rationale for upholding the decision.

1.4 Formal Appeal

A formal appeal constitutes a request for the CISI to review the decision-making process applied to the membership application and determine whether the refusal decision was reached appropriately in accordance with CISI policies and procedures.

An appeal may be submitted only if:

- The applicant submitted a completed membership application
- The refusal decision was formally communicated to the applicant and
- The appeal is lodged within 21 days of the date of the refusal notice.
- All appeals must be submitted in writing.

Appeals submitted outside this timeframe may be rejected without review.

Grounds for Appeal

An appeal will not constitute a re-assessment of the application unless one or more of the grounds set out above is established. Appeals will only be considered if one or more of the following grounds are met:

- The membership application process was not conducted in accordance with the CISI's policies or procedures.
- The refusal decision was based on information that was materially incorrect, incomplete or misleading.
- New information has become available that was not reasonably accessible at the time the original decision was made and may affect the final outcome.
- There is evidence of a conflict of interest that has influenced the original decision.

A disagreement with the decision, without reference to one or more of the grounds set out above, will not constitute a valid basis for appeal.

Submission Requirements

All appeals must include:

- A written appeal statement outlining the grounds for appeal.
- Reference to the specific reasons for refusal being challenged.
- Attached supporting evidence or documentation, where applicable.
- A declaration that all information provided is accurate and complete.
- Confirmation that the appeal is submitted within the applicable appeal timeframe.

1.5 Process for submitting an appeal

The applicant must submit a written notice of appeal to the Assistant Director, Operations at the CISI by email to applications@cisi.org.

The notice of appeal must be accompanied by payment of the applicable appeal fee of £100. The appeal fee will be refunded if the appeal is upheld. The appeal fee is intended to cover administrative costs associated with the appeal process and to discourage frivolous or vexatious appeals.

The CISI will acknowledge receipt of the appeal within five working days. Communication regarding the appeal will normally be conducted by email unless otherwise requested by the applicant. If an acknowledgment is not received within five working days, it is advised for the applicant to contact the CISI Applications Team to see if the appeal has been received at applications@cisi.org.

1.6 Appeal Review Process and Outcomes

The CISI will acknowledge receipt of the appeal within five working days.

Eligible appeals will then be referred to the CISI Membership Committee for consideration.

The Membership Committee will review the appeal and determine whether the refusal decision should be upheld or overturned.

The applicant will be informed when the Membership Committee will convene to review their appeal. Unfortunately, the applicant will not be able to attend, so will need to ensure they include all the information that they would like the Membership Committee to consider.

A letter explaining the outcome of the appeal and any appropriate action will be sent no later than two weeks after the Committee has been convened. The decision of the Membership Committee shall be final and there shall be no further internal right of appeal.

Formal Appeal Process

