

## 2.05 Appeals Policy

## The LIANZA Appeals Policy

### 1.0 PURPOSE

LIANZA offers various award and registration schemes for the Library and Information profession. While we do our best to operate in a fair and transparent manner, from time to time we may make decisions that applicants / members disagree with.

We want to ensure that members of the profession feel free to raise any concerns they might have about the decision process, and that these are addressed effectively.

### 2.0 SCOPE

Applies to all decisions made by LIANZA Council, the Professional Registration Board, and the Credentials Committee, and any other panel / body delegated to make decisions regarding awards, honours, and recognition provided by LIANZA.

### 3.0 DEFINITIONS

LIANZA            Library and Information Association of New Zealand Aotearoa

### 4.0 RELATED POLICIES & PROCEDURES

LIANZA Professional Registration Code of Practice

LIANZA Complaints Policy

LIANZA Awards Code of Practice

### 5.0 REFERENCES

### 6.0 EXCEPTIONS

There are no exceptions to this policy.

### 7.0 RESPONSIBILITIES

It is the responsibility of the LIANZA President to ensure that this policy is followed in the event of an appeal. If there is a conflict of interest this duty falls to the LIANZA President Elect or delegate.

### 8.0 POLICY

**8.1**     LIANZA undertakes to operate a fair and transparent process.

- 8.2** A committee will be specifically appointed by the Executive Committee to hear each appeal:
  - 8.2.1 The committee will consist of a minimum of three individuals and will include at least one Fellow
  - 8.2.2 The committee will be impartial – anyone involved in the decision being appealed will not be eligible for the committee
- 8.3** LIANZA will typically hear appeals where there has been:
  - 8.3.1 A decision not to make a specific award in any given year
  - 8.3.2 A decision not to make an award to a specific individual
  - 8.3.3 A decision to award an honour to a specific individual where doing so might bring LIANZA into disrepute
  - 8.3.4 A decision not to register an individual because they do not meet the requirements of the Professional Registration Scheme
  - 8.3.5 A decision not to revalidate an individual because they have not maintained Continued Professional Development
  - 8.3.6 A decision to require mentoring of an individual entering the Professional Registration Scheme
  - 8.3.7 A suspected lack of adherence to documented procedure

## 9.0 PROCEDURE

- 9.1** Appeals must be raised in writing and addressed to the LIANZA President
  - 9.1.1 Appeals must include:
    - 9.1.1.1 The decision being appealed
    - 9.1.1.2 The reasons that the decision is being appealed
    - 9.1.1.3 Payment of the appeal lodgement fee
  - 9.1.2 The Executive Committee will be informed of all appeals - this ensures that there is visibility of all appeals at a senior level.
  - 9.1.3 The Executive Director will be the one handling all administration relating to appeals. If you have concerns about this feel free to raise them and this task can be delegated to another suitable person.
  - 9.1.4 Appeals must be raised within three months of the decision being appealed

- 9.2** When raising an appeal, the more information we have the easier it is for us to provide an appropriate resolution for you. We may get back to you for clarification or additional information if we feel that is necessary.
- 9.3** We know how stressful raising an appeal can be so we aim to work to the following timelines:
- 9.3.1 Within one working day
    - 9.3.1.1 We'll have got back to you in writing to confirm we've received your appeal
    - 9.3.1.2 The Executive Committee will have been told about the appeal
  - 9.3.2 Within one working week
    - 9.3.2.1 The President will have convened a committee to investigate the appeal, and this will have been notified to the person making the appeal
  - 9.3.3 Within one month
    - 9.3.3.1 The investigation of the appeal will have occurred. If for any reason it can't be completed in the timeframe we'll keep you in the loop
  - 9.3.4 Within three months
    - 9.3.4.1 The complaint will be resolved and the outcome communicated to all parties in writing
- 9.4** We'll also be informing wider council of the general trends of appeals although not always the specific details as sometimes the outcome may need to inform policy decisions or future LIANZA activities

## 10.0 REVIEW

This policy is reviewed two yearly.

## 11.0 ATTACHMENTS