

ACHL APPEAL PROCEDURE INDICATIVE TIMEFRAMES

Appeal Received 1 business day

2 business days

3-13 business days

14 business days 21 business days

28 business days

Recorded on Client Feedback Register Receipt is acknowledged in writing

- Appeal of decision is considered and original decision reviewed
- If grounds for Appeal are sufficient, Appeal panel is convened
- Progress Report letter sent to client OR
- Outcome and advice on external avenues of appeal provided to client
- Appeal Panel investigates and reviews the decision
- Progress
 Report letter
 sent to client
- Appeal Panel reaches an outcome
- Outcome and closure letter sent to client
- Client advised on external avenues of appeal