



Conveyancing Quality Scheme

Lexcel

Wills and Inheritance Quality Scheme

Appeals Policy

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1. Appeals Policy

All applications for CQS, Lexcel or WIQS accreditation and reaccreditation are assessed by the Law Society's Accreditation Office using a scorecard and/or review card. The Accreditation Office will make one of the following decisions:

- Accept the application and accredit to the Scheme(s)
- Reject the application and refuse accreditation to the Scheme(s)

There may also be instances where, as a result of information received during a Practice's accreditation to the Scheme(s), the Accreditation Office take a decision to:

- Revoke an existing accreditation to the Scheme(s)

Where a decision has been made by the Law Society's Accreditation Office to reject or revoke accreditation to the Scheme(s), Practices may lodge an appeal to the Accreditation Appeal Panel. It is important to note, however, that decisions made by the Accreditation Appeal Panel are final.

2. The Appeals Process

2.1 How to Appeal:

- **A Decision to Reject an Application to the Scheme(s)**

In the event that a Practice's application to the Scheme(s) is rejected, they will be notified in writing and provided with a breakdown of the reasons for the decision to reject their application. If that Practice wishes to appeal the decision, they must lodge a written appeal within 28 days of the date of the written notification from the Accreditation Office.

When lodging an appeal, a Practice should detail the reasons for their appeal. The written submissions and relevant documentary evidence should be provided for the consideration of the Accreditation Appeal Panel.

- **A Decision to Revoke Accreditation to the Scheme(s)**

The Accreditation Office reserve the right to revoke accreditation to the Scheme(s) at any time once accredited, for any reasonable reason. Reasonable reasons shall include, but not be limited to:

- a) any breach of the Scheme Rules or any breach by the SRO of any obligations set out in the Scheme Rules which are not remedied (if capable of remedy) within 14 days of being required by written notice to do so;
- b) the Practice or the SRO doing or omitting to do something which, in the reasonable opinion of the Law Society, could be detrimental to the reputation and integrity of the Scheme(s) and its brand;
- c) the ongoing accreditation of the Practice posing an unacceptable level of risk to the Scheme(s);
- d) the Practice no longer meeting the minimum standard required by the Scheme(s) review card and/or scorecard; and/or
- e) any failure to co-operate with requests for information by the Accreditation Office during the period of accreditation.

A Practice will be informed in writing of the reasons why the Accreditation Office intend to revoke their accredited status. The Accreditation Office will confirm that removal will be effected on a specified date.

Any appeal must be lodged within 28 days of the date of the written notification from the Accreditation Office, detailing the reasons for the appeal. Written submissions and relevant documentary evidence should be provided for the consideration of the Accreditation Appeal Panel.

There is an appeal fee of £309.60 (£258 + VAT) payable for all appeals. All appeals must be accompanied by payment of the appeal fee, as the appeal will not be considered until payment is made.

2.2 Possible Appeal Decisions

There are two possible outcomes following referral to the Accreditation Appeal Panel:

1. The Practice will be informed that their appeal has been successful. They will be accredited or have their accreditation reinstated.
2. The initial decision will be upheld and the Practice will be informed in writing of the reasons why accreditation is being refused or revoked; those Practices with an existing accreditation, will be notified of the date on which the termination of their accreditation will take effect.

Again, the Accreditation Appeal Panel's decision is final and there is no further right of appeal. The Practice may however, wish to reapply for accreditation if it can provide evidence that it has remedied the behaviour or deficiencies that gave rise to the initial decision.

3. Where to Submit an Appeal and What Will Happen Next

If you would like to initiate an appeal against a decision made by the Accreditation Office, please write to the Accreditation Office, The Law Society, 113 Chancery Lane, London WC2A 1PL, clearly outlining the reasons for your appeal and including any submissions and relevant documentary evidence.

Your request will be acknowledged within 10 days. You will then be advised of the date on which the Accreditation Appeal Panel will consider the appeal. Please note that representatives are not usually required or permitted to attend the Accreditation Appeal Panel's meeting. Appeals will be assessed on the basis of the written submissions and supporting evidence only. It is only in exceptional circumstances that a Practice may be invited to give oral evidence.

Practices will be notified of the Accreditation Appeal Panel's decision as soon as possible after the date of that meeting.