



APPEALS AGAINST MEMBERSHIP REFUSAL POLICY

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When an application for membership registration with PTUK is refused by the Registrar / Clinical Team, in some circumstances, it's possible to appeal that decision.

If you decide to appeal, it'll be reviewed by an independent panel called a 'Registration Appeal Panel'.

Making an appeal

Once the Registrar / Clinical Team has considered and decided on your application, you will usually receive your decision letter from the Registrar within five days of the decision being made.

If your application is refused, you will receive the decision letter from the Registrar. This will explain why your application has been refused. In the letter, we will let you know that you will have 28 days to appeal the decision and give you a specific date by when you must send your notice of appeal to us.

Please note that a fee of £100 will be charged for the assessment of appeals.

In the event that the appeal is upheld, PTUK will refund the total amount of £100.

Grounds for appeal

Your appeal can only be lodged on one of the following three grounds:

- That the criteria and rules were improperly applied in an individual case; or
- That due process in the assessment of an application was not followed; or
- That further information that may have a bearing on the application has become available subsequent to a decision being made.

The onus is firmly on you as the Appellant to demonstrate why you believe that one of the above did not happen. Disagreeing with the decision is not sufficient grounds for an appeal.

Appeal resolutions

Sometimes appeals can be resolved before a hearing takes place. If you provide new information with your notice of appeal, or after you have submitted it, we will carefully consider it.

- We will look at the reasons given by the Registrar / Clinical Team when they made their original decision.
- We will then consider whether your new information may result in a different decision if the Registrar / Clinical Team was reviewing it anew. If we think it may, we will send it to them for them to consider it. If they decide that the new information sufficiently addresses their original concerns and now satisfies them that you are capable of safe and effective practice, they can decide that they no longer wish to defend your appeal. This is called 'conceding' the appeal. If a decision is taken by the Registrar / Clinical Team to concede your appeal, you will be notified of this and given options on what to do next. In some instances, this may mean that your appeal could be conceded without it being considered by a Registration Appeal Panel, but not always.

The appeal process

Once you have submitted a valid notice of appeal, we will acknowledge it within five working days. When we acknowledge your notice of appeal, we will give you more information about the process. We try to list appeals as quickly as we can, but this can depend on several factors such as any additional information we may need to obtain, the availability of a hearing panel, and your availability. Typically, we try to list an appeal within three to six months from receiving the Notice of appeal.

Processing an appeal

When your appeal is received it will be acknowledged and screened by the Registrar / Clinical Team. Screening will involve assessing your appeal to determine whether you have made out the required grounds for appeal and will be undertaken with reference to the relevant application criteria and the criteria developed for what constitutes an appeal.

No grounds for appeal

Where it is judged by the Registrar / Clinical Team that the grounds for appealing against a decision have not been demonstrated, all the documentation concerning the case will be forwarded to the PTUK Board of Directors, or their representative, for review.

If the PTUK Board of Directors agrees with the Registrar / Clinical Team, you will be advised in writing of the reasons why your appeal is not allowable and the reasons for this will be clearly stated.

Grounds for appeal

Where the Registrar / Clinical Team judges that that grounds for an appeal have been made out, case papers will be prepared. These case papers will consist of:

- A cover sheet detailing your grounds for appeal
- An outline of your application history including a chronology of your applications and their outcomes
- Copies of relevant correspondence and file notes relating to contact with yourself

The case papers will be forwarded to the PTUK Board of Directors, or their representative, for review.

If the Chair, or their representative, is not in agreement with the Registrar / Clinical Team that there are no grounds for appeal your case will automatically be referred to an Appeals Panel for it to decide whether you have grounds for appeal.

How an Appeal Progresses

If it is judged that grounds for an appeal have been made out, the case papers will be forwarded to the Registrar / Clinical Team with a request that a full report be prepared and submitted on the decision-making process in your case.

The report will detail:

- How and why the decision was reached
- What were the key factors that influenced the decision
- How the relevant rules or criteria were applied in reaching the decision

In the interests of openness and transparency a copy of the case papers and the report from the Registrar / Clinical Team will be sent to both you and the Chair of PTUK Board of Directors, or their representative.

Arbitration

After you have received the report the Registrar / Clinical Team, with your agreement, will attempt to resolve your appeal informally through arbitration.

Such arbitration may be undertaken through telephone calls, e-mail or by letter and may resolve cases where the appeal appears to have originated from a misunderstanding that is easy to resolve without convening an Appeals Panel hearing.

In some cases, it may be appropriate to arrange a meeting with yourself and the Registrar / Clinical Team, or an appropriate representative, to have an informal discussion about the decision with the Registrar / Clinical Team in attendance.

If a satisfactory outcome is not achieved then you will have recourse to the next stage of the appeals process, which is to convene a formal Appeals Panel to hear the appeal.

If you do not want to have your appeal dealt with via the arbitration process it will progress directly to an Appeals Panel.

Appeals Panel

The Appeals Panel consists of three members of PTUK, or their representatives, who have been trained in the appeals procedure. No-one who has been involved in assessing your application will be included in the Appeals Panel.

Members of the Panel will be required to declare any potential conflict of interest when they become aware of your identity.

The Appeals Panel will be constituted as follows:

- Chair – an Accredited Play Therapist
- Two current PTUK registered Certified Play Therapists (or higher grade), or their representative, one of whom shall have experience of the relevant specialism

Should the Panel require any additional information it will be gathered via the Registrar / Clinical Team in advance of the hearing and be made available to both parties.

This additional information may include:

- Additional information or clarification from yourself and/or the Registrar / Clinical Team
- Information from other sources if deemed necessary may be sought with your full knowledge.

Usually, the Appeals Panel will meet to consider an appeal via teleconference. You and the Registrar / Clinical Team, or an appropriate representative who has knowledge of your case will be invited to be part of the discussions, however, both of you will be asked to leave the proceedings at the point the Panel deliberates its decision.

The appeal will be considered in the light of the information collected and the rules and criteria that were applicable to the original application.

The Appeals Panel, when reaching a decision, must not consider issues which fall outside of its remit and must restrict its deliberations to those matters which are relevant to the consideration of applications with due reference to the relevant rules and criteria that will have been determined at the outset of the appeal.

Decisions of the Appeals Committee

The recommendations that can be reached by the Appeals Panel are limited to:

- That the appeal be upheld and the original decision overturned
- The rejection of an appeal
- The rejection of an appeal but with a recommendation that PTUK review some aspects of the rules, criteria, or procedures.

You will be informed of the Appeals Panels decision and, if you are aggrieved by it, you have recourse to the PTUK Board of Directors who will consider an appeal against the decision only on the grounds of process having not been followed.

In such cases the decision of the Board will be final and irrevocable.

DOCUMENT INFORMATION:	
Date Written: 13/05/2025	Written by: Maria Bayne
Ratified by: Monika Jephcott, CEO	Date ratified: 30/06/2025
Date of next review: 29/06/2026	
Date review carried out:	Review completed by:
Date of next review:	Date ratified:
Date review carried out:	Review completed by:
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