

Appendix 5

APPEALS PROCESS

Special Terms and Conditions

9. APPEALS PROCESS

- 9.1 *If the Contractor disagrees with their Care Home's Quality Standards grading, the Contractor shall give written details within fourteen (14) days of the date on the Notification Letter, via recorded delivery, the reasons why it feels the decision is incorrect. The appeal letter together with any supporting evidence should be sent to the Service Manager, Contracts and Brokerage.*
- 9.2 *The Service Manager, Contracts and Quality will review the appeal letter and evidence provided by the Contractor and will respond in writing within fourteen (14) days of the date on the appeal letter via recorded delivery.*
- 9.3 *If the Contractor is not satisfied with the response provided in accordance with clause 9.2, they may document in writing within seven (7) days of receipt of the letter from the Service Manager, Contracts and Quality the reasons why they feel the decision is incorrect to the Council's Director of People Services, who along with the Council's Assistant Director of Adult Services will meet with the Contractor to ascertain if the decision is to be upheld.*
- 9.4 *During the appeals process the Contractor will continue to be paid the current year's Price at last year's grade until the appeals process is completed.*
- 9.5 *The Operational Finance section will be notified in writing of the Price applicable to the Care Home, once the fourteen (14) day period in Clause 9.1 has passed or the above appeals process has been completed. Any fluctuations in Price will be backdated to the 1st April.*