



## APPLICATION FOR INTERNAL REVIEW

For use by an Accredited Person to review a decision made by the Accreditation Compliance Team.

### 1 | Applicant Details

**Name:**

**Accreditation Number:**

**Address:**

**Email address:**

### 2 | What decision do you seek to have reviewed?

Accreditation Cancellation

Accreditation Suspension

Attached is a copy of the original notice to suspend or cancel my accreditation

I confirm that I have read and understood the Decision Review Process for Accredited Persons, attached below.

**Date of notice:**

### 3 | Why do you think the decision should be reviewed?

(You may attach additional information to support your request)

Name:

Signature:

Date:

Please submit your application to the Compliance Enforcement Manager at [compliance@cleanenergycouncil.org.au](mailto:compliance@cleanenergycouncil.org.au)

Applications will only be processed where all fields have been completed and the relevant supporting information (if required) has been supplied. Incomplete applications will be rejected and returned to the applicant.

Your application must be lodged within 14 days of the date of the suspension or cancellation notice. You will be provided with a receipt confirming that your application has been received within one (1) business day.

You will receive notice of the outcome of the review within 14 days of the CEC receiving a complete Application Form.

If you are not satisfied with the outcome of the review, you may apply to the Accreditation Appeals Panel for an independent review of the decision. For further information go to [cleanenergycouncil.org.au/industry/installers/compliance-toolkit/compliance-procedure](http://cleanenergycouncil.org.au/industry/installers/compliance-toolkit/compliance-procedure)

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## Decision Review Process for Accredited Persons

Clean Energy Council (CEC) Accredited Persons must comply with the Accreditation Code of Conduct and Accreditation Terms and Conditions. Failure to comply may result in the suspension or cancellation of an Accredited Person's accreditation.

### Internal Review

If your accreditation has been suspended or cancelled you may seek an internal review of the decision.

To request an internal review, you need to lodge an Application for Internal Review within 14 days of the date of the decision. The Application for Internal Review is available on the CEC website or upon request. The Application should be completed in full, all supporting documents attached and the declaration dated and signed. An incomplete application may be rejected.

The Application form and attachments may be lodged by email to:

[compliance@cleanenergycouncil.org.au](mailto:compliance@cleanenergycouncil.org.au)

Or by post:

Clean Energy Council  
Compliance and Enforcement Manager  
Accreditation  
Level 15  
222 Exhibition Street  
Melbourne Vic 3000

The internal reviewer will not be the same person who made the original decision. However, due to the relatively small size of the Accreditation and Compliance teams, the reviewer may rely on the expertise of staff working in those teams. The CEC will ensure the review is undertaken in an impartial manner and that the independence of the reviewer is not compromised.

The internal reviewer may request additional information from you. If you fail to provide any additional information within the specified timeframe the reviewer may reject your application for a review and the original decision will stand.

You will receive notice of the outcome of the review within 14 days of the CEC receiving a complete Application Form. The notice will include the reasons for the decision and information on your right to lodge an appeal for an independent review.

### Independent Review

If you are not satisfied with the outcome of an internal review, and you believe that the CEC have not acted in a fair and reasonable manner in suspending or cancelling your accreditation, you are entitled to request an independent review by the Accreditation Review Panel.

The Accreditation Review Panel (the Panel) is an independent panel established to provide Accredited Persons with an avenue of appeal. The Panel is responsible for hearing appeals against decisions made by the CEC to suspend or cancel an Accredited Person's accreditation.

The panel will review the CEC's decision and the process by which the decision was made to ensure decisions are fairly made and appropriate.

Details of the independent representatives on the Panel and a copy of the Accreditation Review Panel Charter can be found on the CEC website.

### **Requesting an Independent Review**

A request for an independent review can only be made once you have received a notice of outcome of an internal review.

To request an independent review by the Panel, you need to lodge an Application for Independent Review by Accreditation Review Panel within 14 days of the date of the internal review decision. The Application for Independent Review by Accreditation Review Panel is available on the CEC website or upon request. The Application should be completed in full, all supporting documents attached and the declaration dated and signed. An incomplete application may be rejected.

The Application form and attachments may be lodged by email to:

[compliance@cleanenergycouncil.org.au](mailto:compliance@cleanenergycouncil.org.au)

Or by post:

Clean Energy Council  
Executive General Manager  
Industry Integrity  
Level 15  
222 Exhibition Street  
Melbourne Vic 3000

Once a complete Application is received by the CEC a non-refundable Appeal Application Fee invoice will be issued for \$250.00 (ex GST). Upon payment of the fee, the Application will be referred to the Accreditation Review Panel for consideration. The CEC will notify you in writing when your Application has been forwarded to the Panel and advise you of the date of the hearing at which your appeal will be heard.

### **About the Accreditation Review Panel**

The Accreditation Review Panel meet monthly on the first Tuesday of the month, excluding January. Your application must be received and successfully processed at least seven (7) days prior to the next hearing. Applications received after this time will be considered at the following monthly hearing.

The Panel may inform itself in any manner it sees fit, including obtaining relevant background materials from the CEC, asking you or your representative questions and permitting evidence to be given by witnesses or third parties.

### **Accreditation Review Panel hearings**

Hearings will be conducted by video link and will be as informal as possible to ensure that all relevant information is able to be presented to the Panel and you have a reasonable opportunity to present your case.

You may elect to attend the hearing and present your case directly to the Panel and you may also be represented by a lawyer or another person authorised to speak on your behalf. If you choose not to attend the hearing a decision will be made in your absence.

If you would like any another person who has relevant information to attend the hearing as a witness, you can request approval from the Panel at least seven (7) days prior to the by emailing a completed and signed copy of the Information for Witnesses form to [compliance@cleanenergycouncil.org.au](mailto:compliance@cleanenergycouncil.org.au).

An Information for Witnesses form must be submitted for each witness attending the hearing.

Panel members will consider all relevant matters in private session following the hearing.

The Panel will notify you of its determination and the reasons for it within seven (7) days of the hearing.

The determination of the Accreditation Review Panel will be final and no further CEC process will be available.