



Appeal of Decisions When JCI Accreditation Is Denied or Withdrawn

Purpose. If the Accreditation Committee makes a decision to Deny or Withdraw accreditation or certification, JCI Accreditation sends a notification to the organization within five (5) calendar days that includes the following information:

- The Accreditation Committee's decision
- The organization's right to request an appeal, referencing the appeals process as published on the JCI website, and the organization's right to submit documentation in accordance with the appeal process to support its appeal.

Policy. The organization has 10 calendar days from receipt of notice of accreditation/certification denial or withdrawal to notify JCI Accreditation, in writing or by e-mail, of its intent to appeal the decision. The request must be received by JCI Accreditation by 11 p.m. US Central Time on or before the tenth calendar day after receipt of notice of accreditation/certification denial or withdrawal. An organization then has a maximum of 30 calendar days from the date on which it informed JCI Accreditation of its intent to appeal to submit to JCI Accreditation, in writing or by e-mail, data, information, pictures, and/or materials to support its appeal. Materials the organization can submit to support its appeal are limited to the following:

- Facts in existence at the time of a full, focused, or other survey activity, a complaint, a threat to health and safety situation, a change(s) in the permit/license to operate by a regulatory or legal authority, or other event that the organization believes was not considered at the time the Accreditation Committee made its Deny or Withdraw decision. The organization cannot submit as part of the appeal process any evidence of corrective action taken in response to findings related to a full, focused, or other survey, complaint, a threat to health and safety situation, a change(s) in the permit/license to operate by a regulatory or legal authority, or other event.
- Evidence that demonstrates JCI Accreditation's failure to follow its policies, procedures, or decision rules before, or at the time, the Accreditation Committee made its Deny or Withdraw decision.

JCI Accreditation, the Review Committee, and/or the Accreditation Committee are under no obligation to consider late submissions from the organization.

Consideration of the Organization's Response

JCI Accreditation reviews and evaluates the submitted materials within 30 calendar days of receipt and may request additional documents and materials. If, after evaluation is complete, JCI Accreditation believes the decision to deny or withdraw accreditation/certification should be upheld, then JCI Accreditation prepares a memo for review by the Review Committee.

The Review Committee meeting is convened generally by teleconference. The meeting can proceed with two (2) of the three (3) Review Committee members. The Review Committee will make a recommendation for review and a final decision for the Accreditation Committee to consider at an upcoming Accreditation Committee meeting. JCI Accreditation attends the Review Committee meeting to present JCI Accreditation's position. A representative from the organization is given the opportunity to participate via teleconference or attend in person at the organization's expense. The organization's decision to appear in person does not guarantee that all members of the Review Committee will also appear in person.

The Review Committee's recommendation is sent to the organization for comment generally within 30 calendar days after the Review Committee meeting date. The organization has five (5) calendar days to submit to



Joint Commission International Accreditation and Certification Policies
©2015 Joint Commission International
Appeal of Decisions When JCI Accreditation Is Denied or Withdrawn

Department of Board & Committee Activities (DBCA) staff its response, if any, to the Review Committee's recommendation for consideration by the Accreditation Committee. The organization's response is limited to the following:

- Facts in existence at the time of a full, focused, or other survey activity, a complaint, a threat to health and safety situation, a change(s) in the permit/license to operate by a regulatory or legal authority, or other event that the organization believes was not considered at the time the Accreditation Committee made its Deny or Withdraw decision. The organization cannot submit as part of the appeal process any evidence of corrective action taken in response to findings related to a full, focused, or other survey, complaint, a threat to health and safety situation, a change(s) in the permit/license to operate by a regulatory or legal authority, or other event.
- Evidence that demonstrates JCI Accreditation's failure to follow its policies, procedures, or decision rules before, or at the time, the Accreditation Committee made its Deny or Withdraw decision.

Action by the Accreditation Committee

The outcome of the appeal process is that the Accreditation Committee may decide to

- uphold the Deny or Withdraw decision;
- reverse the Deny or Withdraw decision and grant or reinstate the Accredited/Certified decision; or
- render another decision it deems appropriate under the circumstances.

The Accreditation Committee's decision is final and is not eligible for further appeal.

The organization submitting a request for an appeal is not eligible to apply for an initial accreditation or certification survey until the completion of the appeal process, unless the following occurs:

- The Accreditation Committee determines that a modified time limit for reapplication is appropriate under the circumstances.
- A Deny or Withdraw Accreditation decision was based on fraud or misrepresentation. In this case, the time limit is one year from the date on which the Accreditation Committee made its original decision to Deny or Withdraw accreditation/certification, or unless the JCR President and Chief Executive Officer approves a shorter time period.

From the time of the Accreditation Committee's decision and during the appeal process, the JCI website states the organization's accreditation or certification status as Withdrawn with the effective date, and also Appeal Pending. The JCI website also states if an organization voluntarily withdraws from accreditation or certification and the date on which the organization voluntarily withdrew. Organizations whose initial accreditation or certification was denied do not appear on the JCI website.