*[Note: This template policy has been provided by the FRPA Review Office for informational purposes. Regulating bodies must customize this policy to meet their specific needs and to comply with the process, wording, and time frames set out in their governing legislation and regulations. A regulating body’s internal review process does not have to be in exactly this form, or follow the exact process set out in this form, in order to comply with Section 10 of FRPA, Internal Review Process.]*

**POLICY ON INTERNAL REVIEWS OF REGISTRATION DECISIONS**

The [ORGANIZATION] provides the following process for review of registration decisions.

**Definitions**

*Committee* means the Internal Review Committee

*Parties* refers to the applicant and the Registrar

*Policy* is the Policy on Internal Reviews of Registration Decisions

[*Note that your organization may use different terminology than included in this policy. The language in this policy has been chosen for consistency with the FRPA. The FRPA uses the language of “internal review” while your governing legislation may refer to an “Appeal”, etc. Use wording that is consistent with your legislation. The Registrar is the person/group who makes registration decisions. Again, use your organization’s own language – this might be the Board or the CEO, etc.*]

**Composition of the Internal Review Committee**

1. An Internal Review Committee will be established from the following groups:
* [number] [source of membership]
* [number] [source of membership]
1. No one who acted as a decision-maker in reaching the original registration decision may serve on the Internal Review Committee.
2. Internal Review Committee members will participate in training prior to participating in an internal review hearing.

[*It is a requirement of the FRPA that original decision-makers not participate in the internal review decision. It is also a requirement that internal review decision-makers receive appropriate training. We recommend training in administrative law, cultural competency, governance and principles of fundamental justice. The FRPA Review Office can help you find resources to train decision-makers and assist in developing a training plan.*]

**Notification of Right to Internal Review**

1. When an applicant is not granted registration with the [ORGANIZATION], they will be informed of the decision by letter.
2. The letter shall include:
* reasons for the registration decision;
* a statement that indicates the applicant’s right to internal review; and
* a statement indicating the applicant may exercise their right to an internal review by informing the [ORGANIZATION CONTACT -i.e. Registrar] [in writing] within [30 days] of this letter’s date.
1. This Policy shall be attached to the decision letter.

**Requesting the Internal Review**

1. Within [30 days] of the letter’s date, the applicant may submit a written request for internal review of a registration decision via [email or mail].
2. The applicant’s request for internal review should outline the basis for the review.

**Scheduling the Internal Review**

1. Upon receipt of a request for internal review, the Registrar will notify the Internal Review Committee and provide all records relating to the applicant’s application to the Committee within [7 days].
2. The Internal Review Committee will contact the applicant within [14 days] of receipt of the application records to schedule the date for the Internal Review Hearing.
3. The Internal Review Hearing will take place within [60 days] of the receipt of application records by the Committee.

**Opportunity to Make Submissions**

1. Either party may make submissions [in writing] to the Committee within 30 days after the review has been scheduled.
2. The Committee will share submissions with both parties to review. The parties will be given at least [14 days] to review submissions in advance of the hearing date.

[*The development of a procedurally fair internal review policy and decision letter is a requirement of the FRPA. This includes the development of timelines that provide applicants with a “reasonable” opportunity to make submissions. Try to achieve a balance between allowing the applicant a reasonable opportunity to make submissions and review submissions*

 *in advance of the hearing, while keeping the internal review process relatively timely.*]

**Internal Review Hearing**

1. At the Internal Review Hearing, the Committee will review all submissions made by the parties.
2. Both Parties will have the opportunity to appear and speak before the committee.
3. Parties may appear with or without legal counsel.

**The Internal Review Decision**

1. The Committee will render its decision based on careful consideration of all written submissions and oral presentations at the Hearing.
2. The Committee may uphold the rejection of the applicant or order the Registrar to reverse the decision and register the applicant. The Committee may require terms, conditions, or restrictions be imposed on the applicant’s license as a condition of licensure. [*The ability to impose terms, conditions or restrictions must be within what is set out in the regulatory body’s governing legislation and consistent with the regulatory body’s obligations under the Canadian Free Trade Agreement Implementation Act if applicable].*
3. A decision will be reached within [14 days] of the hearing, at which point both Parties will be informed in writing.
4. The decision will be issued to the applicant via [mail or email] with reasons.
5. If the Committee issues a decision to reverse the Registrar’s decision and license the applicant, the Registrar must register the applicant within [7 days].
6. [The decision of the Internal Review Committee is final.]