

## Accreditation Review Guidelines

# Accreditation Review Appeal Process

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## Preamble

The Salvation Army's internal accreditation process provides an evidence-based on-site review to support social service ministry units in meeting organizational standards. Every effort is made to ensure a detailed snapshot review of process and systems at each unit on the cycle. In keeping with the snapshot perspective, there will be limited opportunity to submit appeals. A review team will only observe and review findings that were available at the time of review.

There may be instances where the ministry unit personnel believe that evidence may have been missed in relation to particular standards. Through this formalized appeals process, ministry units are able to have concerns addressed in a consistent manner. Once the results and the final ratings of the review are published to the Territorial Program Secretary and Divisional Commander, the scores are final, and appeals will not be accepted.

## Process and Guidelines

A ministry unit is able to submit a formal appeal via email to the Social Services Department for review.

The email communication is to:

- Be addressed to the accreditation email inbox:  
[accreditation@can.salvationarmy.org](mailto:accreditation@can.salvationarmy.org)
- Have the Area Commander or Divisional Social Services Secretary copied
- Be submitted within 4 weeks of receiving the accreditation report
- Include all standards that are of concern, as well as accompanying evidence/rationale to support each. All issues are to be addressed in the initial email, as only one appeal submission will be accepted per review.



## Accreditation Review Guidelines

- Include reasons for appeal, which are limited to those that can be measured and include:
  - Policies
  - Applicability of standards

Please note: Items that will not be looked at are those that are not observable away from the site such as facility condition, client and staff files

Following detailed consideration by the Social Services Department a final response will be issued including rationale.

