HAP Membership Application Handling Procedure (30 working days)

Step 1 - **Receipt and handling:** Within 4 working days of receipt of an application for membership, the Executive Director will appoint a member of staff to be responsible for the handling of the application until the procedure has been completed. The member of staff will complete a preliminary assessment of the accuracy and completeness of the documentation within 4 working days of its receipt. (DAY 1 to 4)

Step 2 – **Acknowledgement:** The Secretariat will send an acknowledgement of receipt to the applicant within 5 working days of receiving the application, with a request for additional information if the application is incomplete or inadequate. (DAY 2 to 5)

Step 3 - **Application Review and Recommendation:** The Secretariat will review the application against the criteria set out in Article 20 of the HAP Statute.

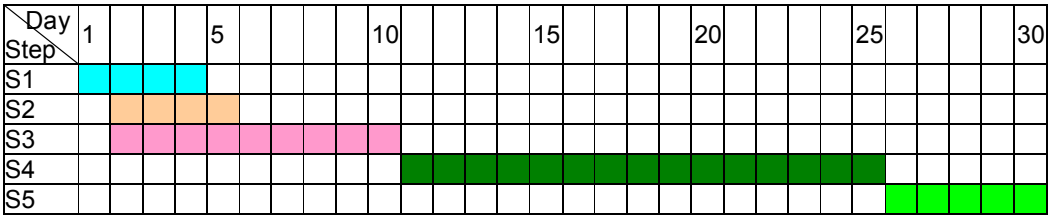
> If the Secretariat is satisfied that the applying agency meets the membership criteria, the Executive Director will send a copy of the application form to the Board accompanied by its recommendation of approval.
>
> If the Secretariat considers that the applicant does not fulfil the membership criteria, it will inform the applicant and the Chair accordingly. This will include details of the appeal process.

In either case, the Secretariat will complete its review within 10 working days of a complete application being received. (DAY 2 to 10)

Step 4 - **Board Approval**:

> If the Secretariat receives no written objections from the Board within 15 working days of circulating the application, the membership application will be deemed approved by the Board in line with Article 21 of the HAP Statute.
>
> If an objection or request for further information is received from the Board, the Secretariat will inform the applicant and the Chair accordingly.

In either case, the Board review will be completed within 25 working days of the application being received, and within 15 working days of the Secretariat's recommendation being made.

Step 5 - **Membership Status Notification**: Within 30 working days of receipt of a complete application, and within 5 working days of the closure of the Board review, the Secretariat will inform the organisation of the outcome of its membership application. (DAY 25-30)

> ***If successful***, a full Membership Package will be sent to the new member, including an invoice for the annual membership fee, and list of services and products available from HAP. A Membership File will be opened and notification of membership will be placed on the HAP website.
>
> ***If unsuccessful***, a letter of explanation and recommendations will be sent to the organisation.