ICPHAA

Irish Counselling, Psychotherapy & Allied Healthcare Professionals Association

GOVERNANCE OF THE ASSOCIATION

Records of Decision Policy

How ICPHAA records the decisions of its Board, committees, panels and departments, so that every significant decision is accurate, reasoned, traceable and available to those entitled to see it.

REFERENCE	ICPHAA-POL-31	VERSION	1.0
EFFECTIVE	9 November 2026	NEXT REVIEW	9 November 2027
POLICY OWNER	ICPHAA Board of Directors		

GOVERNANCE OF THE ASSOCIATION · ICPHAA-POL-31

Records of Decision Policy

APPLIES TO	The ICPHAA Board of Directors, committees and panels (including the Complaints Panel), the Registry, the Accreditation Department, and anyone exercising delegated authority.
VERSION	1.0 · effective 9 November 2026 · next review 9 November 2027
POLICY OWNER	ICPHAA Board of Directors
CONTACT	ICPHAA Registry · admin@icphaa.ie

AT A GLANCE

- Every significant decision is recorded promptly, with the reasons for it and the information considered.
- Board, committee and panel minutes are drafted, checked and formally approved at the next meeting.
- Decisions about individual members and applicants are given in writing with reasons and information on review.
- A decision register allows decisions to be traced, followed up and applied consistently.
- Records are stored securely, kept for set periods and corrected openly if found to be wrong.

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1. Purpose

Good decisions deserve good records. A clear record of what was decided, by whom, on what information and for what reasons is essential to accountability, fairness and consistency. It allows the Board to oversee delegated authority, allows a member to understand a decision that affects them, and allows the Irish Counselling, Psychotherapy & Allied Healthcare Professionals Association (ICPHAA) to show, if asked, that it acted properly.

This policy sets out how ICPHAA records the decisions of its Board, committees, panels and departments, what a record must contain, how records are approved and stored, and who may see them.

2. Scope

This policy applies to decisions made:

- by the ICPHAA Board of Directors, at meetings or by written resolution where the constitution permits;
- by any committee or panel established by the Board, including the Complaints Panel;
- by the Accreditation Department on applications, category changes, compliance checks and the accreditation of training programmes;
- by the Registry under delegated authority on membership and renewals;
- by anyone else exercising authority delegated by the Board.

Routine administrative actions that involve no exercise of judgement, such as issuing a receipt, do not need a separate record of decision.

3. Principles

- **Accuracy.** A record reflects faithfully what was decided and why.
- **Timeliness.** Records are made at the time, or as soon as possible afterwards.
- **Reasons.** Significant decisions are recorded with the reasons for them, in enough detail for a reader to understand how the decision was reached.
- **Proportionality.** The level of detail matches the significance of the decision.
- **Fairness.** Records are factual and respectful, and avoid unnecessary personal comment.
- **Neutrality.** The person who prepares a record does so neutrally, recording what was decided rather than their own view of it, and does not alter a record to present a decision in a better light after the event.
- **Traceability.** Each record can be linked to the papers considered and to any later review, appeal or correction.
- **Confidentiality and data protection.** Records containing personal data are handled in line with the Legal & Data Governance Policy.

4. What a record of decision contains

ELEMENT	DETAIL
Reference and date	A unique reference and the date of the decision.
Decision-maker	The body or person who made the decision, and the authority under which they acted.
Attendance and quorum	For meetings, who attended and confirmation that the meeting was quorate.
Conflicts of interest	Any declarations made and how they were managed, including who withdrew.
Information considered	The papers, evidence and advice taken into account.
The decision	A clear statement of what was decided.
Reasons	The main reasons, including how any relevant ICPHAA policy or requirement was applied.
Actions	Any follow-up actions, with the person responsible and the target date.
Communication and review	Who must be told, how, and any right of review or appeal.

5. Board, committee and panel minutes

1. An agenda and papers are circulated in advance, giving members of the body time to prepare.
2. At the start of each meeting, the chair invites declarations of interest, which are recorded.
3. A designated person takes notes of the discussion and decisions.
4. Draft minutes are prepared promptly, recording decisions, reasons and actions rather than a verbatim account of discussion.
5. The chair reviews the draft for accuracy, and the draft is circulated to those who attended.
6. The minutes are formally approved at the next meeting, with any corrections recorded, and are then signed or electronically confirmed by the chair.
7. Approved minutes are filed in the Association's secure records system, and any actions are entered in the decision register.

Decisions taken by written resolution are recorded in the same way, with confirmation of each director's agreement.

Dissent, confidential items and recordings

- The Board acts collectively, but a director who disagrees with a decision may ask for their dissent to be noted in the minutes.

- Items involving personal data about an individual, legal advice or commercially sensitive matters are minuted in a separate confidential annex with restricted access, and the main minutes record only that the item was considered.
- Audio or video recordings of meetings are not made unless the body agrees in advance and everyone present is told. Any recording is used only to help prepare the minutes and is securely deleted once the minutes are approved.

6. Decisions about individual members and applicants

Decisions that affect an individual, such as decisions on membership applications, category changes, renewals held, compliance outcomes, the accreditation of a training programme, or the outcome of a concern, are recorded with particular care, because the person concerned is entitled to understand them.

A written decision to an individual sets out, in plain language: what was decided; the requirement or policy that was applied; the evidence considered, including the person's own response; the reasons for the decision; any steps the person needs to take and by when; and how to ask for a review or appeal and the time allowed for doing so under the applicable procedure.

- The decision is sent promptly to the person concerned, in an accessible format if needed, and to anyone else entitled under the relevant procedure to be told of it, such as a complainant.
- The record shows the evidence considered, including the person's own response, and how it was weighed.
- Where a decision changes a member's status, the Registry updates the information at www.icphaa.ie/verify-certificate accordingly.
- Where a decision departs from the usual approach, the record explains why, so that consistency can be checked.

7. Decision register, storage, access and retention

The ICPHAA Registry keeps a decision register listing significant decisions, their reference, the decision-maker, the date and any follow-up actions. The register allows the Board to track actions to completion and to check that similar matters are treated consistently.

Decisions made under delegated authority are reported to the Board in summary at its meetings, so that the Board can oversee how its delegations are being used. Where the Board sees a pattern that suggests a delegation is not working as intended, it can change the delegation or issue guidance.

The Association's records system should keep an audit trail showing when a record was created or changed and by whom. Approved minutes and decision letters are stored in a format that cannot be altered without leaving a trace, such as a locked electronic document.

Records of decision are stored securely in the Association's records system, with access limited to those who need it for their role. Board minutes are available to directors; minutes of committees and panels are available to the Board and to that body. A person may request access to personal data about them contained in records of decision, under the Legal & Data Governance Policy. Information about decisions of general interest is published in line with the Public-Facing Transparency Policy.

Records are kept for the periods set in the ICPHAA retention schedule. Board minutes and records of decisions that affect the Association's constitution, policies or finances are kept permanently as part of the Association's history.

8. Correcting a record

If a record is found to be inaccurate, it is corrected openly. The original record is not deleted or overwritten. Instead, a correction is added, dated and explained, and approved by the body or person who made the original decision. Where an inaccuracy affects an individual, they are told of the correction. Anyone who believes a record about them is inaccurate may ask for it to be corrected by writing to admin@icphaa.ie.

9. Responsibilities and concerns

- **The ICPHAA Board of Directors** owns this policy and makes sure its own decisions are properly recorded.
- **Chairs** of the Board, committees and panels make sure minutes are accurate and approved promptly.
- **The Accreditation Department and Registry** record decisions made under delegated authority and maintain the decision register.
- **Everyone exercising delegated authority** records their decisions in line with this policy.

Concerns about how a decision was recorded or communicated can be raised with the ICPHAA Registry at admin@icphaa.ie. Members dissatisfied with the substance of a decision should use the review or appeal route set out in the procedure under which it was made.

10. Monitoring and review

The Board checks the decision register at its meetings to monitor follow-up actions, and from time to time samples records to check that they meet this policy. The policy is reviewed by the date shown on the cover, and earlier if the Association's governance arrangements change.

READ ALONGSIDE

- Organisational Governance
- Public-Facing Transparency Policy
- Document Control Policy
- Compliance Procedures
- Legal & Data Governance Policy
- Complaints Procedures

DOCUMENT CONTROL

VERSION	DATE	CHANGE	APPROVED BY
1.0	9 November 2026	Reissued in the ICPHAA policy framework (replaces the former ICPA version).	ICPHAA Board of Directors

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