

# Appeals Policy and Procedure

The Appeals policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- Any assessment decision made by Julie Anne Allison or any person appointed to make such decision, where applicable.

A copy of the appeals procedure is available to all candidates.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals must be via the formal procedures of Julie Anne Allison.

Every attempt will be made to resolve disputes as near as possible to the point of origin. Julie Anne Allison will keep appeals records for inspection by any independent body for a minimum of 18 months.

## Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of provision he/she should first of all attempt to resolve the matter by a direct approach to Julie Anne Allison or any person appointed to represent her in such matters.
2. If the matter remains unresolved the candidate may require a personal interview with Julie Anne Allison or any person appointed to represent her in such matters .
3. Before the personal interview, Julie Anne Allison should have obtained an independent second opinion on the initial decision and consulted the relevant supervisor or manager of the appellant's organisation.
4. If, after any action to resolve the dispute taken by Julie Anne Allison, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

## Formal Procedure

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to Julie Anne Allison.
2. Within 10 working days of receiving the written appeal, the decision of Julie Anne Allison should be communicated to the event/course attendee and the relevant supervisor or manager of the appellant's organisation.
3. Decisions by Julie Anne Allison regarding the quality of provision are final. Supporting evidence by independent parties including other event/course attendees may be provided.

# **Appeals Policy and Procedure**

## **Further Appeals**

Any appellant wishing to appeal against the operation of the Appeals Procedure can do so in writing to Julie Anne Allison with the support of the relevant supervisor or manager of the appellant's organisation.

This policy has been approved & authorised by:

**Name: Julie Anne  
Allison**

**Position: Provider**

**Date: 12/09/2019**

**Signature:**

**Review of Policy:  
12/09/2019**