

## **Appeals Policy**

### **Overview**

Goole Training is committed to providing the highest quality of service and care to all of its clients. If you are dissatisfied with the outcome of an assessment, our decision regarding requests for reasonable adjustments or other special considerations (usually undertaken in conjunction with an awarding body), or with a decision we have made with regard to a malpractice, maladministration or any other investigation relating to our business you have the right to appeal our decision.

We aim to investigate and respond to all appeals in a prompt and sensitive manner.

### **What to do if you wish to appeal a decision we have made:**

Should you wish to appeal a decision we have made, please contact us via telephone, email or post with details of your appeal as soon as possible.

### **Appeals Handling Procedure**

#### ***Making an appeal***

Appeals can be made verbally, in person or by phone or email.

We will:

- Take and record full details and facts of your appeal and ascertain why you believe the original decision should be reviewed (or ask the appellant to send a written account to us by post or email) including the appellant name and contact details.
- Tell the appellant we have an appeals policy.
- Outline next steps and anticipated timescales.

For all appeals the following process will be followed:

#### ***Step 1***

Full details of the grounds of appeal should be passed to Goole Training within 3 days of the initial appeal contact being made.

#### ***Step 2***

An email or letter acknowledging receipt of the complaint will be sent within 1 week of the complaint being received by Goole Training. We will enclose a copy of this policy, and will provide a contact name and number for who is dealing with the appeal, and the expected date of response.

#### ***Step 3***

The appeal will then be investigated. Where possible this will be undertaken by someone not already involved in the initial decision.

#### ***Step 4***

We will write to the appellant within in 10 working days of receipt of the appeal confirming our final position, or if extra time is required, to update the appellant on our progress and provide an updated date of final response.

Our final reply to the appellant will describe the actions taken to investigate the appeal, the conclusions of the investigation, and any action we will take as a result of the appeal. We will also make the appellant aware of the contact details of the related awarding body in the event they wish to raise their appeal further.