

DH Associates Appeals Procedure



Policy Aim

The aim of this policy is to ensure that appeals by learners are dealt with in a timely and appropriate manner. Learners registered with the centre have the right to challenge the outcomes of their assessment. Any appeal shall be taken seriously and people who raise any such issues shall be dealt with fairly and reasonably. Learners should be aware that there are a number of grounds upon which they might appeal for example:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements

Appeals Procedure

1. If a learner wishes to appeal, the appeal must be lodged with the centre Director of Quality & Compliance (DQC), Caroline Murphy, within 20 days of being notified of the assessment decision.
2. The DQC shall respond in writing within five working days [Mon-Fri], acknowledging the appeal.
3. The DQC shall take immediate steps to investigate the appeal. During an investigation a solution may be agreed with the learner. As part of the investigation the learner or relevant others may be interviewed and statements taken. Access will be required to all documentation and evidence. The DQC will lead the investigation and will involve other key staff as appropriate.
4. Should this not prove satisfactory then the DQC will set a date for the appeal to be considered by the appeals panel.
5. The DQC will notify the awarding body via the External Quality Assurer that an appeal has been lodged and gives detail of how it will be heard, including the composition of the appeals panel.
6. The appeal panel will meet to consider the appeal within 5 working days of the investigation concluding. The learner is immediately notified of the outcome of the appeal by DQC, and in writing by the centre within 5 working days.
7. If the learner is still not satisfied then they shall have recourse to the Complaints Procedure and, if still dissatisfied any appeal can be escalated to the awarding body and, in the case of assessment of a regulated qualification, can subsequently be escalated to the appropriate regulator or Ofqual..
8. Information regarding appeals, the response times and outcomes, shall be collated and reviewed by the DQC in order to improve our services, and organisation.

