

Appeals Policy

Clear Quality Limited Appeals Procedure should be used where clients or learners are unhappy/dissatisfied with any stage of the assessment process, and they have been unable to resolve this directly with the auditor or tutor concerned.

There are 3 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one.

The main reasons for an appeal are likely to be:

1. Client/ learners do not understand why they are not yet regarded as competent, due to lack of or unclear feedback on the examination/ audit results.
2. Client/ learners believe they are competent, and that the auditor/ tutor has marked the examination/ audit incorrectly.
3. The Client/ learner is dissatisfied with the quality of the audit or examination questions or report.
4. The Client/ learner is unhappy with the audit or examination process.
- 5.

Procedure:

STAGE 1: In the first instance the client/ learner should try and resolve the issue with the auditor, Consultant or tutor where this is appropriate.

The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence that they believe shows they meet the requirements for claiming competence.

This will be reviewed by the auditor or trainer and a written response will be given within 10 working days of the appeal being received.

STAGE 2: client/ learner who are not satisfied with the outcome of their Stage 1 appeal can appeal to the Quality and Funding Lead.

This Appeal must be in writing but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to the Quality and Funding Lead.

The Quality and Funding Lead will contact the client/ learner and the auditor/ trainer within 10 working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issues.

The issues will be considered fully, and the decision made will be notified to all parties involved within 10 working days.

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STAGE 3: If a mutually acceptable solution is not found, within Stage 2 of the appeal, then the Quality and Funding Lead will notify the employer and the regulatory body, informing them fully of all issues, including all documentation from Stage 1 and Stage 2. A meeting will be held between the Quality and Funding Lead, the employer and the regulatory body to discuss a plan of action and discuss the appeal.

This consideration/ investigation will lead to a final decision. EITHER the appeal will be either be upheld or rejected by either. The decision will be final.

All appeal letters should be addressed to:

Quality and Funding Lead
Clear Quality
Unit 3
Concept court
Manvers way
Wath upon Dearne
Rotherham
S63 5BD