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Facilities Staff Training

Appeals Policy

1.1 Right to Appeal

1.1.1 The appeals process is available to learners at Facilities Staff Training or Train4u (hereinafter referred to as the trainer).

1.1.2 Students have the right to appeal to the trainer for a review of a decision of an awarding body or if they feel that the service or training delivered was not of an acceptable standard.

1.2 Purpose of the appeal.

The purpose of the Appeal is to review the decision or service provided and either to confirm the decision with the awarding body or agree some other course of action.

1.3 Grounds for appeal

1.3.1 Please read these grounds carefully and consider whether your experience can be legitimately classified as one of the following:

- That there was an error in calculating or recording marks on which the original decision was made.
- The delivery of service was below a standard that a reasonable person would find acceptable

2 Procedure for appeal

2.1 The appeal must be made in writing and addressed to:

Richard Bransby, Facilities Staff Training, 7a Glebe Road, Warlingham, CR6 9NG stating the reason for the appeal.

Copies of any relevant documentation should be enclosed with the appeal.

In the event that the appeal concerns training delivered by Richard Bransby the appeal should be addressed to Rita Bransby at the same address.

2.2 On receipt of an appeal both Rita Bransby and Richard Bransby will consider the appeal. The meeting at which the appeal is considered will be chaired by Richard Bransby unless it is his training which is the subject of the appeal in which case Rita Bransby will chair the meeting.

2.3 The findings of the appeal meeting will be referred back to the appellant within 28 days of the meeting giving the decision reached and reasons for the decision in writing. If the appellant does not agree with the decision he or she may ask for a joint meeting with the trainers and is permitted to bring another person to support or represent them.

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If the appeal relates to a mark awarded by an awarding body the trainer reserves the right to ask the appellant for the fees charged by the awarding body to re-mark any such work.

- 2.4 If after the joint meeting the appellant is still not satisfied with the outcome the appeal should be referred as a complaint to the awarding body who will consider the appeal under their appeals procedure. The decision of the awarding body will be regarded as final.

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