

Appeals Policy

SMARTT North East Ltd



Student Appeals Policy

1 Purpose

This policy, together with its associated procedures, provides an appeals procedure to ensure that SMARTT North East Ltd's policies and procedures are applied appropriately, fairly and consistently to all students/learners.

2 Policy Statement

SMARTT North East Ltd will allow any student/learner the right to appeal against decisions made under the companies Policy and Procedures.

3 Scope

3 (a) This appeals policy and its procedures cover decisions made under the following Policy and Procedures;

- Disciplinary
- Attendance
- Admissions
- Assessment
- Complaints and other decisions based on the companies regulations

3 (b) Validating and certificating bodies have their own appeals procedures in the case of appeals of an academic or examination/assessment nature.

4 Responsibilities

- SMARTT North East manager is responsible for the implementation and development of this policy.
- All members of staff and students/learners are responsible for the effective operation of this Policy and Procedure.
- The Director is responsible for hearing appeals against the operation of this policy.

5 Appeals Procedure

- A formal appeal should be made only after the student/learner has exhausted informal means of resolving issues.
- Any student/learner who wishes to make a formal appeal against a decision should submit the appeal in writing within five working days of receiving notification of the decision; this should be sent to the SMARTT North East manager. The letter or email of appeal should include a statement that
 - clearly states the decision, which is being appealed, the basis for the appeal, and the remedy the student/learner is seeking. The letter or email of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered.

- SMARTT North East Ltd will acknowledge the letter or email of appeal in writing, normally within three working days.
- An appeal hearing will be held to give the student/learner every opportunity to personally explain the basis of the appeal. The student/learner will be given a minimum of two working days notice of the time and date of the appeal hearing
- The student/learner may choose to be accompanied by a representative or friend at the appeal hearing. The manager for SMARTT North East Ltd should be notified, in writing prior to the meeting of any person who will be accompanying an appellant.
- The appeal will be considered by the manager of SMARTT North East Ltd, within five working days of receiving the letter or email of appeal. In circumstances whereby five working days is impractical, this period may be extended by the agreement of the manager and the student.
- Normally the decision of the appeals panel will be given to the student/learner verbally and will be confirmed in writing within ten working days by the Chair of the appeals panel.
- A written record of the appeal will be kept by the manager of SMARTT North East Ltd

6 Further Appeals

- Any student/learner who wishes to appeal further against the operation of the appeal procedures (but not the decision itself) can do so in writing to the Director of SMARTT North East Ltd.
- A review of the documentation will be undertaken to check compliance with companies policy and procedures. If the Director deems that procedures have not been followed and that this may have had a bearing on the outcome of the appeal he may require a re-hearing to be convened by a Board. This panel will not include the manager of SMARTT North East
- A judgment will be provided in writing, normally within four weeks.
- . If the student/learner is still unsatisfied with any outcome they have the right to appeal to the awarding body and if still dissatisfied direct to the relevant qualifications regulator

7 Review

This policy will be reviewed annually

Appeals

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