



Appeals Policy and Procedure

March 2007

1. Introduction

Red Lemon Training Concepts Appeals Policy is in place to ensure that all clients are able to access a consistent approach if they have the need to appeal whilst working in partnership with Red Lemon Training Concepts.

2. Appeals commitment

Red Lemon Training Concepts endeavour to ensure that :-

- All clients have the right to appeal against any assessment judgement without the fear of reprisal or victimisation
- All appeals will be dealt with as a serious issue in the strictest confidence
- All appeal applications will be dealt with promptly.

3. Grounds for Appeal

Red Lemon Training Concepts will consider Appeal applications on the following grounds :-

- If, when the final assessment was made, the assessor was unaware of any factors which could not have been raised prior to the assessment, and which subsequently could have affected the client's performance
- The client believes that there has been a breach of Red Lemon Training Concepts Assessment Policy
- The client believes that there has been a breach of Red Lemon Training Concepts Equal Opportunities Policy
- The client believes that there has been a breach of Red Lemon Training Concepts Quality Assurance Policy
- The client believes that there has been a breach of Red Lemon Training Concepts Customer Services Policy

4. Appeals Procedures

In the event that the client wishes to appeal the following procedure should be adhered to :-

1. The client should attempt to resolve their grievance verbally with their assessor.
2. The client should attempt to resolve their grievance verbally with the Director of Training and Development.
3. If this is unsuccessful, the client should submit, in writing, to one of Red Lemon Training Concepts three directors a letter stating the nature of their complaint. If it is in regard to a formal assessment judgement, the application must be submitted within 14 days. The client must clearly state within their written application, their name, address (for correspondence purposes), training programme attending / attended and the grounds for appeal.
4. The client will receive a written response within 14 days of receipt of the appeal.
5. If the outcome is still not acceptable to the client, they can then submit a written application to appeal to the appropriate Internal Verifier.
6. The client will receive a response within 14 days of receipt of the appeal application from the Internal Verifier.
7. If the outcome is still not resolved, the appeal application can be referred to the appropriate Awarding Body .The Awarding Body will process the appeal application in accordance with their Appeals Procedures and will liaise with Red Lemon Training Concepts and the client accordingly.

Signed:

Date:

Director: