



## Learner Appeals Policy & Procedure

### 1.0 Purpose

This policy, together with its associated procedures, provides an appeals procedure to ensure that Centre policies and procedures are applied appropriately, fairly and consistently to all learners.

### 2.0 Policy Statement

Youth Works Northamptonshire and its subsidiaries will allow any learner the right to appeal against decisions made under the following Centre Policies and Procedures:

- Learner Disciplinary Policy & Procedure
- Admissions
- Assessment
- Complaints
- Any other decisions based on the Centre's rules and policies.

Validating and certificating bodies have their own appeals procedures in the case of appeals of an academic or examination nature.

### 3.0 Responsibilities

The Head Teacher is responsible for the implementation and development of this policy.

All members of staff and learners are responsible for the effective operation of this Policy and Procedure.

The Board of Trustees is responsible for hearing appeals.

The Business and Finance Manager is responsible for hearing appeals against the operation of this policy.

### 4.0 Appeals Procedure

4.1 A formal appeal should be made only after the learner has exhausted informal means of resolving issues.

4.2 Any learner who wishes to make a formal appeal against a Centre decision should submit the appeal in writing within ten working days of receiving notification of the decision; this should be sent to the Head Teacher.

4.3 The letter or email of appeal should include a statement that clearly states the decision that is being appealed against, the basis for the appeal, and the remedy the learner is seeking. The letter or email of appeal may include new evidence to support the appeal for any personal circumstances that the learner wishes to be considered.

4.4 The Head Teacher will acknowledge the letter or email of appeal in writing, normally within three working days. The Head Teacher will also advise the EQA that a complaint has been lodged and provide details of the composition of the appeals panel.

4.5 An appeal hearing will be held within twenty working days of the Head Teacher receiving the complaint. The learner will be given every opportunity to personally explain the basis of the appeal. The learner will be given a minimum of two working days' notice of the time and date of the appeal hearing.

4.6 The learner may choose to be accompanied by a representative or friend at the appeal hearing. The Head Teacher should be notified, in writing prior to the meeting, of any person who will be accompanying an appellant.

4.7 The appeal will be considered by the Board of Trustees, within twenty working days of receiving the letter or email of appeal. In circumstances whereby twenty working days is impractical, this period may be extended by the agreement of the Centre and the learner.

4.8 Normally the decision of the Board of Trustees will be given to the learner verbally and will be confirmed in writing within ten working days by the Chair of the appeals panel.

4.9 A written record of the appeal hearing will be kept in the Centre's administration office.

4.10 The decision of the Board of Trustees is final and, subject to Section 5 below, is not subject to further appeal within the Centre. However, if the complaint relates to the awarding of a qualification and the learner still does not feel their complaint has been satisfactorily resolved, they may complain to the relevant accrediting body.

## **5.0 Further Appeals**

5.1 Any 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 Quality Assurance Coordinator.

5.2 A review of the documentation will be undertaken to check compliance with Centre policy and procedures. If the Quality Assurance Coordinator deems that

procedures have not been followed and that this may have had a bearing on the outcome of the appeal, she may require a re-hearing to be convened by the Board of Trustees. This panel will not include the Head Teacher.

5.3 A judgment will be provided in writing, normally within four weeks.

This policy will be reviewed annually by the Board of Trustees.

Ratified by the Board of Trustees: 6 September 2019

Review due: 5 September 2020