



# APPEALS (ABOUT RESULTS) POLICY

**THAMES21**

**WALBROOK WHARF**

**78 – 83 UPPER THAMES STREET**

**LONDON, EC4R 3TD**

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## **APPEALS (ABOUT RESULTS) POLICY**

This policy is aimed at our learners, who have undertaken training with Thames21 and want to submit an appeal about their results.

It is our aim to treat each case fairly and consistently. If a learner disagrees with a decision, the learner can ask for a review of that decision. If not happy with the review the learner can formally appeal.

Using the Learner Appeal About Results Form, the learner can appeal with regard to:

- Trainer / Facilitator / Assessor / Training Officer decisions
- Training /assessment conditions
- The implementation of Thames21 policies & procedures

### **THE APPEAL PROCESS**

**Stage 1:** Appeal in writing to Thames21 Training Officer using the Learner Appeal About Results form with a detailed account of the concerns. This must be received within fourteen working days of the event.

**Stage 2:** The Training Officer will let the person submitting the appeal know that they have received the appeal within 5 working days of receipt.

**Stage 3:** The Training Officer will investigate and reply within 28 working days of receiving the appeal.

**Stage 4:** If unhappy with the Training Officer's reply the Learner can ask the Internal Verifier to consider their appeal within 5 working days of receipt of their reply from the Training Officer.

**Stage 5:** The Internal Verifier will reply within 10 working days of receipt of the Learner's request.

**Stage 6:** If still dissatisfied a further appeal can be made to the awarding body, referring to their guidelines. The learner will need to prove they have exhausted Thames21's own appeals process before appealing to the awarding body. It is expected that a learner will only appeal directly to the awarding body in exceptional circumstances. The awarding body may charge the learner a fee to cover administrative and personnel costs if the appeal or enquiry about a result is not upheld and if they need to carry out a Centre visit.

## LEARNER APPEAL ABOUT RESULTS FORM

Completed form to be returned to:

Training Officer  
Thames21, Walbrook Wharf Office  
City of London Corporation  
78-83 Upper Thames Street  
London EC4R 3TD

|  |                              |
|--|------------------------------|
| <b>Full Name of learner:</b>                                       | <b>Name of organisation:</b> |
| <b>Contact Telephone No:</b>                                       | <b>Address:</b>              |
| <b>Email:</b>  |                              |
| <b>Name of Trainer(s)/Assessor</b>                                 | <b>Course Title:</b>         |
|  | <b>Course Date:</b>          |
| <b>STAGE 1: LEARNER'S COMMENTS</b>                                 |                              |
| a) Learner's reason for appeal                                     |                              |
| b) Circumstances & details you feel that are relevant to this case |                              |
| c) Supporting evidence   |                              |
| <b>Learner Signature:</b>  | <b>Date:</b>                 |
| <b>STAGE 2: APPEAL RECEIVED BY TRAINING OFFICER</b>                |                              |

