**Clear Quality Limited**

**Appeals Procedure**

Clear Quality Limited Appeals Procedure should be used where clients or learners are unhappy/dissatisfied with any stage of the assessment process, and they have been unable to resolve this directly with the auditor or tutor concerned.

There are 3 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one.

The main reasons for an appeal are likely to be:

* 1. Client/ learners do not understand why they are not yet regarded as competent, due to lack of or unclear feedback on the examination/ audit results
	2. Client/ learners believe they are competent and that the auditor/ tutor has marked the examination/ audit incorrectly
	3. The Client/ learner is dissatisfied with the quality of the audit or examination questions or report
	4. The Client/ learner is unhappy with the audit or examination process

**Procedure:**

**STAGE 1:** In the first instance the client/ learner should try and resolve the issue with the auditor or tutor where this is appropriate.

The appeal must be in writing and clearly indicate:

* The points of disagreement
* The evidence that they believe shows they meet the requirements for claiming competence

This will be reviewed by the auditor or trainer and a written response will be given within 10 working days of the appeal being received.

**STAGE 2:** client/ learner who are not satisfied with the outcome of their Stage 1 appeal can appeal to the Training and Certification Director.

This Appeal must be in writing but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to the Training and Certification Director.

The Training and Certification Director will contact the client/ learner and the auditor/ trainer within 10 working days of receiving the Stage 2 appeal to arrange a meeting to discuss the issues.

The issues will be considered fully, and the decision made will be notified to all parties involved within 10 working days.

**STAGE 3:** If a mutually acceptable solution is not found, within Stage 2 of the appeal, then the Training and Certification Director will notify the employer and the regulatory body, informing them fully of all issues, including all documentation from Stage 1 and Stage 2. A meeting will be held between the Training and Certification Director, the employer and the regulatory body to discuss a plan of action and discuss the appeal.

This consideration/ investigation will lead to a final decision. EITHER the appeal will be either be upheld or rejected by either. The decision will be final.

**All appeal letters should be addressed to:**

Training and Certification Director

Clear Quality

16B Manvers house, Pioneer Close

Wath- upon- Dearne

Rotherham, S73 7JZ

**Document control**

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| Document title | Document owner | Signature | Version | Review date |
| Clear Quality Limited General Policy and Procedures | Bethan Rhodes  | A black and white logo  Description automatically generated with low confidence | Oct21 v.1 | Due Oct 22 |
| Clear Quality Limited General Policy and Procedures | Bethan Rhodes | A black and white logo  Description automatically generated with low confidence | Jan22 v.2 | Due Jan 23 |
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This document should be a reviewed a minimum of annually by the CEO or the Training & Certification Director.