

Appeals



Policy & Procedure

Appeals Policy and Procedures

- 1**

All persons or groups affected are eligible to appeal against any assessment or access decision made by or on behalf of Do Cornwall or its agents.
- 2**

It is recommended that all appeals regardless of nature (may be, but not limited to: administration, assessment or discrimination or access) are directed informally to the Do Cornwall representative as it may be that the issue can be resolved simply and quickly.

There must be an objective reason to any appeal, believing that a deferral or fail was wrong is not objective.

Potential objective reasons:
Administration error; Assessment protocol error; Discrimination; Special Conditions.

All costs are payable by the complainant if the appeal or complaint is not upheld.
- 3**

Appeals process.

 - i. Check the decision
 - ii. Discuss the decision directly with the assessor or trainer.
 - iii. Do-Cornwall discuss the decision with the Trainer / Assessor
 - iv. Candidate informed
 - v. where changes to be made are done so immediately, with Operating Procedures, Assessment or Training process reviewed.
 - vi. Where no changes to be made, Candidate to be informed and advised of their right to appeal to external regulators such as Ofqual.
Ofqual: www.ofqual.gov.uk
- 4**

All appeals will be properly recorded and where upheld will inform future process and may instigate closer scrutiny of any agents, or their recorded results, acting on behalf of Do Cornwall
- 5**

Where there is the potential for a conflict of interest, a suitably qualified independent person or body will review all aspects of the appeal, with the candidate liable for costs where the appeal decision upholds the original result.