

Appeals Policy

Introduction

This policy is designed for candidates who have enrolled on any course or renewal at Bollington Health & Leisure within the Approved Training Centre/Provider (ATC/P). It details the procedure to follow when a candidate feels necessary in appealing a decision regarding qualification delivery and assessment, the time frame in which it should be done, and how the appeal will be responded to.

Procedure

- Candidates have 28 Days from the date of assessment to appeal against an assessment decision.
- The appeal should be submitted to the Centre Coordinator in writing, with a statement detailing their request.
- Written correspondence can be sent through email to tom.horsfield@bollingtonleisure.co.uk or a letter addressed to Tom Horsfield, Bollington Health & Leisure, Heath Road, Bollington, SK10 5EX.
- The appeal shall be reviewed initially by the Centre Manager who will investigate the appeal further. A confirmation email will be sent within 10 working days to confirm that the appeal has been received; we then aim to fully respond to all appeals within 28 days.
- The Centre Manager may take one of the following decisions:
 1. To dismiss the appeal in which case the candidate shall be given the reasons for the decision in writing/email.
 2. To uphold the appeal and request that the Trainer Assessor reviews their decision regarding the assessment subject to evidence.
 3. To refer the appeal to IQL UK for further investigation.
- Candidates who wish to appeal further may contact IQL UK either through email, mail@iql.org.uk or a letter addressed to; IQL UK, Red Hill House, 227 London Road, Worcester, WR5 2JG
- Vikki Swindells will report details and findings of all appeals to IQL UK where deemed necessary.

Review arrangements

Bollington Health & Leisure will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

If you would like to feedback any views, please contact us.