

## Appeals Policy

This policy provides guidelines for the actions to take in the event of a delegate appealing against an assessment decision which he/she considers disadvantaging him/her.

1. We believe that Redline provides first class training and that all Redline Instructors strive to build positive relationships with their delegates, and assess each delegate in a fair and consistent manner. We are obliged to have procedures in place in case there are learners who believe that their assessment has not been carried out properly. The following policy sets out our commitment to delegates who wish to enquire, question or appeal against an assessment decision.
2. We will show transparency and fairness in our assessment practices by allowing anyone who feels aggrieved the right to appeal. We have a clear, consistent and transparent procedure for delegates to enable them to enquire about, question or appeal an assessment decision, including requests for reasonable adjustments or special considerations. We will be fair, open and honest when dealing with any appeal. We give careful consideration to all appeals and deal with them as swiftly as possible.
3. We will ensure that delegates are aware of, and have access to, this policy at the start of their course and ensure that any appeal is recorded and documented. Retention of the documentation will be the duration of the certificate plus 3 months. We will maintain confidentiality of any delegate wishing to appeal. The procedure is listed below.

**A. Stage 1:** The delegate is responsible for initiating the appeal procedure:

- An appeal must be made within 7 days of receiving feedback on an assessment. There will then be an informal discussion between instructor/Deputy Training Manager and the delegate.
- The discussion must take place within 7 days of the request with the notes of the discussion maintained by the Deputy Training Manager.
- If the issue cannot be resolved, then the delegate should move to Stage 2.

**B. Stage 2:** The delegate is responsible for initiating the second stage of the appeals procedure:

- The delegate must complete the Appeal Against an Assessment Decision Form (below) and submit to the Training Manager within 7 days of the informal discussion.
- The Training Manager will review the assessments and the notes from the informal discussion.
- The Training Manager will complete Part 2 of the Appeals Against an Assessment Form and respond to the delegate and the instructor within 7 days of the appeal.
- The delegate will be requested to acknowledge the recommended outcome. If they consider the matter resolved, no further action is required, if not, the delegate should initiate Stage 3.

**C. Stage 3:** The delegate is responsible for initiating Stage 3 of the appeals procedure:

- The regulator (DfT) will be notified of the appeals regarding any DfT mandated training course.
- The delegate must appeal to the CAA at the following address:

Civil Aviation Authority  
CAA House  
45-59 Kingsway  
London  
WC2B 6TE

7. This appeals policy is to be made available to all our delegates upon request.

## Appeals Against a Decision Form

This form should be completed by the delegate wanting to appeal against an assessment decision. The appeal must be made by the delegate.

Name of delegate:	
Syllabus:	Assessment Details:
<i>Please state the grounds for appeal:</i>	
<p><i>Delegate Declaration:</i></p> <p>I confirm that I understand the purpose of the appeal will be able to decide whether the process used for the internal assessment conformed to CAA requirements. I also understand the appeal may only be made against the marking/assessment process.</p>	
Signature:	Date:
Investigating Officer Name:	
Summary of information obtained:	
Outcome of Appeal:	
Next Step:	
Investigating Officer Signature:	Date:
<p>Delegate acknowledgement:</p> <p><i>I have received the details of the investigation and outcome of the appeal.</i></p> <p>Please tick the relevant statement:</p> <p>I accept the recommended outcome of appeal <input type="checkbox"/></p> <p>I wish to appeal to the CAA <input type="checkbox"/></p>	
Delegate Signature:	Date: