



Appeals Policy

Policy Owner: Managing Director

Purpose: 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 of 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 duration of the certificate plus 3 months. We will maintain confidentiality of any delegate wishing to appeal. The procedure is listed below:

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/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 Training Manager
 - If the issue cannot be resolved, then the delegate should move to Stage 2.

Stage 2:

- The delegate is responsible for initiating the second stage of the appeals procedure:
 - The delegate must complete the Appeal Against and Assessment Decision Form (below) and submit to the Head of Training within 7 days of the informal discussion
 - The Head of Training will review the assessments and the notes from the informal discussion
 - The Head of Training will complete Part 2 of the Appeal Against and Assessment Decision 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.

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

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