



# Appeals Policy

SHAFTESBURY TOWN COUNCIL



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## Introduction and Scope

This policy applies to all candidates who are undertaking or have completed an RLSS UK qualification and sets out Shaftesbury Town Councils (STC) procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent, and reliable.

All candidates have the right to enquire about, question or appeal against an assessment decision.

Appeals may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or an ATC/P after an investigation into malpractice or maladministration
- Where evidence suggests STC did not apply procedures consistently, or that procedures were not followed properly and fairly

## Principles of making an Appeal

If a candidate is unhappy about the assessment decision awarded to them, they must first go through STCs appeals process prior to contacting RLSS UK Qualifications. As part of STCs agreement with RLSS UK Qualifications, STC must operate an appeal process for learners.

## How to Appeal

Appeals should be made in writing via email to [lidomanager@shaftesbury-tc.gov.uk](mailto:lidomanager@shaftesbury-tc.gov.uk) within 14 working days of the assessment date.

The appeal must detail:

- Candidates name and contact details
- Venue name and society number
- Trainer's name and society number
- Assessor's name and society number
- Names of others involved
- Details around the grounds for appeal
- Copies of any supporting evidence

If the appeal is excessively long or complex, the council may ask you to provide a summary so that we are clear what the issues are.

## What will happen to my Appeal?

Where possible, the council will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. STC may do so over the telephone or via email. In all instances, the council will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

Sometimes a more formal approach is required and in these cases the employee's appeal must be put in writing via email directly to Harriet Green, Lido Manager, Shaftesbury Lido, for and on behalf of Shaftesbury Town Council.

If the appeal cannot be put in writing, a member of the team will relay any verbal conversation via email, to ensure the details around the appeal have been understood.

All appeals will be acknowledged within 5 working days, investigated, and a response provided within 20 working days. If the process is likely to take longer, STC will contact all parties concerned to inform them of the likely revised timescale.

STC will endeavour to complete any appeals investigation within 28 working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

If the appeal is not upheld, an explanation will be provided.

If STC feels the appeal is successful, all relevant information/ evidence will be forwarded to RLSS UK Qualifications for review.

If the employee is not happy with the way their appeal has been handled or the outcome of the investigation, they can refer their grievance to the RLSS UK Compliance Team via email: [compliance@rlss.org.uk](mailto:compliance@rlss.org.uk). In such cases, this must be done within 10 working days of receipt of STC's decision.

## Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and the dissatisfaction with how it was handled.

Further consideration of the appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that the employee has firstly gone through STCs appeals process.

RLSS UK Qualifications Contact	
Email	<a href="mailto:compliance@rlss.org.uk">compliance@rlss.org.uk</a>
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG