

# WMC Training Appeals Procedure

Last Amended October 2021 review date: October 2022

## **Purpose:**

WMC Training has a commitment to treat all learners fairly and equally. Appeals procedures are part of the process of ensuring that WMC Training both operates and are seen to operate in a manner that upholds this ideal. WMC Training must comply with the requirements of external bodies; this includes adopting and following relevant appeals procedures.

## **Statement:**

WMC Training allows all learners to appeal against decisions that they perceive as unfair. Learners wishing to appeal should be guided to follow the appropriate procedure depending on the circumstances. If there is no appropriate appeals procedure, then a learner is entitled to make a formal complaint.

Individuals generally are more accepting of decisions if they are justified. Therefore, learners should always be given as much information as possible about the reasons for any decision that the learner may perceive as being detrimental or unfair. In making decisions staff must consider all learners and WMC Training in general, not just the individual. If this can be demonstrated without breaking confidentiality to a dissatisfied learner, it can help the individual to accept a decision and acknowledge it as fair.

## **Appeals stages:**

When dealing with a learner who is dissatisfied with a formal decision taken by WMC Training the first stage is to ensure that the individual has as much information as possible on the reasons for the decision. If the assessor is unable to resolve the matter, then the learner should be referred to an appropriate senior member of staff who can give an explanation. In the first instance this should be Tracy Hill Curriculum development officer at:

**Tracy.hill@wmctraining.co.uk**

If the learner already has as much information as possible and still perceives the decision to be unfair then they may wish to appeal against the decision in writing to Paul Rees: WMC Training Managing Director at:

**Paul.rees@wmctraining.co.uk**

## **Consideration:**

Once the Appeal has reached this stage it will be raised for discussion and agreement within a small committee of WMC Training staff including but not limited to the company director, the relevant Internal Quality manager, the Operations manager, and where appropriate, the external quality assessor.

### **General Principles of Appeals Procedures:**

Appeals relate to formal decisions. Given that there are policies and procedures or guidance notes covering all formal decision-making situations there should be a written procedure to cover any potential appeal situation.

The following guidance is not a substitute for agreed procedures but is provided to aid general understanding of an appeals process. It could be used should a need arise for an appeals procedure which has not already been anticipated and defined.

### **Explain the reasons for the decision:**

The learner may perceive the decision as unfair because (he or she) is not fully aware of the reasons behind the decision. The first step is to ensure that the learner has as much information as possible, without breaking confidentiality, about how and why the decision was made. It may be necessary to involve other staff in this process.

Written notes should be kept of the learner's case and what has been done in response. Notes should include names of all involved and times and dates, this becomes vital information if the learner chooses to pursue the matter.

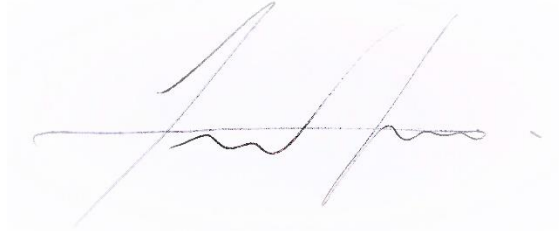
If the learner is not satisfied:

If the learner is still dissatisfied then the matter should be passed on and the learner told who is to consider the matter, when and how they will be informed of the outcome.

In deciding the most appropriate person or group to pass the matter on to consideration should be given to the following:

- ☐ The person or group must be sufficiently senior to be able to overturn the original decision if they deem it unfair.
  
- ☐ They must be able to be impartial and therefore should not have been involved in making the original decision.
  
- ☐ They must have enough knowledge of the circumstances and connected issues to be able to make a judgment which is fair to all parties.

☐ If the learner later chooses to complain about the matter it must be heard by yet another person or group, therefore if members of the Senior Management Team are involved in the early stages it can force a learner to take their complaint outside of Centre.

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