



## **Appeals Procedure (RSPH)**

Approved by:	Liz Lee
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# Appeals Procedure

The Appeals policy is designed to protect the interests of all learners and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by Amacsports Ltd, where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by Amacsports Ltd not to support an enquiry or appeal to the Awarding Organisation

A copy of the appeals procedure is available to all students.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals to the RSPH must be via the formal procedures of the Awarding Organisation and supported by the Head of Centre.

Every attempt will be made to resolve disputes as near as possible to the point of origin.

Amacsports Ltd will keep appeals records for inspection by RSPH for a minimum of 18 months.

## Informal Procedure

Where a candidate wishes to make an appeal against the quality of provision at the centre he/she should first of all attempt to resolve the matter by a direct approach to the tutor/Head of Centre.

If the matter remains unresolved the candidate may require a personal interview with the Head of Centre. Before the personal interview, the Head of Centre should have obtained an independent second opinion on the initial decision.

If, after any action to resolve the dispute taken by the Head of Centre, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

## Formal Procedure

Once the informal procedure has been exhausted, or if it is inappropriate to the circumstances, the formal procedure is to be followed.

The complainant will be required to submit a formal complaint in writing to the Head of Centre.

Within 10 working days of receiving the written appeal, the decision of the Head of Centre should be communicated to the student/trainee.

Decisions by the Head of Centre regarding the quality of teaching provision are final.

If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure for which they must be supported by the centre. For details of the RSPH Appeals Procedure, please refer to the RSPH Appeals and Enquiries about Results document.

### **Further Appeals**

Any student wishing to appeal against the operation of the Appeals Procedure can do so in writing to the Head of Centre.