

	<i>Policies 33</i>	<b>4.1.32</b>
	<b>Working at Height Group – Integrated Management System Manual</b>	
Edition 1 CPN 0	Appeals Policy	
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### **Appeals Policy**

Working at Height Group allows all learners to appeal decisions made in the area of assessment of Skills and Theory and learner discipline.

The Appeals procedure is designed to allow learners to have any decision which they consider unfair, relating to assessment of Skills and Theory and learner discipline, reviewed.

All members of staff are responsible for operating and implementing the Appeals policy and procedure by ensuring that the learners have the opportunity to discuss any problems informally.

All Learners must log their Appeal with Working at Height Group within 7 working days.

This can be done by email [appeals@workingatheight.ie](mailto:appeals@workingatheight.ie) or letter to: Working at Height Limited, Crusheen, Co Clare Republic of Ireland V95 K792. The letter or email should include any new information that the learner wishes to highlight.

If problems reach the formal stage, staff should ensure that learners have access to the Appeals Policy and Procedure.

### **Appeals Procedure**

#### ➤ **Informal Appeal.**

In the first instance, the learner should discuss any potential appeal, with his/her Course instructor and/or the Centre Manager to try and settle the issue in an informal way.

#### ➤ **Formal Appeal.**

If, after discussion, the learner wishes to make a formal appeal against a Centre decision, the appeal should be sent in writing to the Director Working at Height Group within one week of receiving the decision.

Learners requiring help to write this letter or email should **NOT** contact a member of center staff or other affiliate of Working at Height Group.

Once an appeal has been received, all information concerning the appeal will be logged by the Director. All written requests for an appeal will normally be acknowledged within 7 days of receipt.

An appeal hearing will then be held to allow the learner to explain the basis of the appeal. The learner may choose to be accompanied by a representative or friend.

The Director of Working at Height Group will set up an Appeals Panel which will consist of the Director of Education and Training, and up to a maximum of two other appropriate members of staff. None of the Appeals Panel will have been involved in the original decision.

After the Appeal has been heard, the Panel will tell the learner of their decision as soon as possible and confirm this decision in writing to the learner, normally within 7 working days.

A copy of the written decision of the Panel will be retained by the center. The decision of the Appeals Panel is final.