

Appeals Policy

1. Policy statement

Safe Skills Training Ltd is committed to fair, consistent, and transparent decision-making across our training services. We recognise that learners and clients may sometimes disagree with a decision we have made. This policy sets out a clear, staged process for submitting and resolving appeals in a timely, impartial, and evidence-based way.

This policy supports equality, diversity and inclusion (EDI) and ensures that no learner or client is disadvantaged for raising an appeal in good faith.

2. Scope

This policy applies to appeals relating to decisions made by Safe Skills Training Ltd, including (but not limited to):

- Assessment outcomes and competency decisions
- Decisions about reasonable adjustments and access arrangements
- Administrative decisions that affect a learner outcome (e.g., record accuracy, eligibility checks, attendance requirements)
- Decisions about course participation where safety, conduct, or integrity concerns arise

This policy does not replace the **Complaints Policy**. Where the issue is primarily dissatisfaction with service quality or conduct (rather than a decision), it will be handled under the Complaints Policy.

3. Definitions

- **Appeal:** A request for a decision to be reviewed because the appellant believes it is incorrect, unfair, inconsistent, or not properly applied.
- **Appellant:** The person raising the appeal (learner, employer/client sponsor, or other stakeholder where appropriate).
- **Working day:** Monday to Friday, excluding public holidays.

4. Principles

We will ensure appeals handling is:

- **Accessible:** Clear instructions and support to submit an appeal.
- **Fair and impartial:** Reviewed by someone not involved in the original decision wherever reasonably practicable.

- **Evidence-based:** Decisions are based on documented criteria and records.
- **Timely:** Clear timescales are provided and adhered to.
- **Confidential:** Information is shared on a need-to-know basis.
- **Improvement-focused:** Learning is captured to reduce recurrence.

5. Equality, diversity and inclusion (EDI)

Safe Skills Training Ltd will:

- Make reasonable adjustments to enable an appellant to access the appeals process (e.g., alternative formats, telephone discussion, additional time)
- Consider whether any protected characteristic or support need may have affected the original decision
- Ensure that raising an appeal in good faith does not result in less favourable treatment

6. Grounds for appeal

An appeal may be submitted where the appellant believes:

- The relevant criteria, requirements, or procedures were not applied correctly
- The decision was influenced by bias or discrimination
- Reasonable adjustments were not considered or were not applied as agreed
- There was an administrative error that affected the outcome
- Relevant evidence was not considered (or was not available at the time and has since become available)

An appeal is not normally upheld simply because the appellant disagrees with the outcome, where the decision was correctly made against the required standard.

7. How to submit an appeal

7.1 Informal discussion (recommended first step)

Where appropriate, we encourage early resolution. The appellant should raise the issue with the trainer/assessor during the course or as soon as possible after the decision.

7.2 Formal appeal submission

Formal appeals must be submitted in writing by email to:

- andy@safeskillstraining.com

The appeal should include:

- Appellant name and contact details
- Course name, date, and location (if relevant)
- The decision being appealed
- The grounds for appeal (Section 6)
- Any supporting evidence (if available)
- The outcome sought

7.3 Time limits

Appeals should be submitted within **10 working days** of the decision being communicated.

Appeals submitted outside this timeframe may still be considered where there is a clear and reasonable explanation for the delay.

8. Appeals process (staged)

Stage 1 — Acknowledgement and triage

- We will acknowledge receipt within **3 working days**.
- We will confirm whether the matter will be handled as an appeal under this policy or as a complaint under the Complaints Policy.
- We will identify any immediate safety, safeguarding, or EDI risks and take prompt action.

Stage 2 — Review and investigation

The appeal will be reviewed by a person not involved in the original decision wherever reasonably practicable.

We will:

- Review relevant records and evidence (e.g., assessment checklists, attendance records, communications)
- Speak to the appellant (if needed) to clarify details
- Speak to relevant staff (e.g., trainer/assessor) and gather statements where appropriate
- Consider whether reasonable adjustments were requested/required and whether they were applied

Where Safe Skills Training Ltd is a small organisation and full separation of roles is not possible, we will document how impartiality has been maintained (e.g., evidence-based review, use of a second reviewer where appropriate).

Stage 3 — Outcome

We will provide a written outcome within **15 working days** of acknowledgement.

If more time is required due to complexity or availability of evidence, we will:

- Explain why
- Provide an updated timescale
- Keep the appellant informed

9. Possible outcomes

Outcomes may include:

- Appeal not upheld (original decision stands)
- Appeal upheld (decision amended)
- Administrative correction (e.g., record updates)
- A further opportunity to demonstrate competence (where appropriate and within course requirements)
- Additional support or reasonable adjustments agreed for future assessment activity

Any outcome will maintain required competence and safety standards.

10. Certificates, registration and external rules

Where a course is delivered under an external approval, registration, or certification arrangement, some administrative steps (such as certificate issue, certificate format, unique registration details, or replacement certificate rules) may be governed by external requirements. Safe Skills Training Ltd will support the appellant by correcting any errors within our control and by providing accurate records and evidence. Where a requested outcome is not permitted under external rules, we will explain this clearly and, where appropriate, signpost the appellant to the relevant external process.

11. Escalation and final review

If the appellant remains dissatisfied, they may request escalation within **10 working days** of receiving the Stage 3 outcome.

Escalation route:

1. **Quality Assurance Lead** — review of process, evidence, and decision
2. **Director/Lead Educator** — final internal review

We will provide a final written response within **15 working days** of receiving the escalation request.

12. Records, confidentiality and data protection

- Appeals records will be stored securely and accessed only by those who need to know.
- We will handle personal data in line with applicable data protection requirements.
- Records will be retained in line with our record retention approach for training documentation.

13. Monitoring and continuous improvement

Safe Skills Training Ltd will:

- Record appeals, outcomes, and actions taken
- Identify themes and root causes
- Implement corrective and preventive actions
- Review this policy annually or sooner if required by learning from appeals

14. Policy ownership, review and version control

- **Policy owner:** Director/Lead Educator
- **Review frequency:** Annually

Version control

Version

Version	Date	Summary of changes
1.0	17/04/2026	First issue
1.1	17/04/2026	Added generic paragraph on certificates/registration and external rules

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