1 Appeals

Course participants have the right to appeal against decisions relating to:

- outcome of an assessment
- course eligibility and selection
- reasonable adjustments and other special considerations
- a malpractice or maladministration investigation
- the complaints process

1.1 Making an appeal

Course participants have 60 days to make an appeal and BCT will endeavour to resolve an appeal promptly. An initial response should be received within 5 working days of the appeal being submitted.

1.2 Investigating an appeal

On receipt of an appeal and any supporting documents, the information will be reviewed by the Training and Conferences Manager at BCT (or a senior manager at BCT) with no previous involvement with the case. As required the parties involved may be contacted for further information. If necessary a meeting will be convened to resolve the matter at a mutually convenient location or via Skype. Attendance fees will not be paid.

The person making the appeal will be notified in writing of the outcome of the appeal within 10 working days. If the process cannot be concluded within this timescale, the appellant will be informed of an alternative date not later than 30 working days from receipt of the appeal.

If the person making the appeal is not satisfied with the outcome, the matter may be referred to a more senior individual at BCT or, for courses delivered in partnership, to BCT's partner organisation e.g. Natural England.

1.3 If an appeal is upheld

In the event of an appeal being upheld, the implications for other participants of previous and future courses will be considered. If additional participants on previous courses may have been impacted, they will be notified of the situation.

1.4 Monitoring

Details of any appeals will be shared with relevant senior managers and any appeals evaluated to identify any improvements for the future. Any affected policies or procedures for future course will be updated to avoid any repetition. The Training and Conferences Manager will be responsible for this.