**[ Artisan Hair Academy ]**

**Appeals Policy**

**Introduction**

This policy is for learners who wish to submit an appeal against a decision taken by Artisan Hair Academy, including decisions relating to: complaints, assessment and malpractice outcomes. This policy is not to be used for general complaints relating to any aspect of our service, in these circumstances you should refer to [enter company name] Complaints Policy.

**Grounds for Appeal**

Appeals may be made only on the basis thatArtisan Hair Academy policies were not applied fairly, consistently and/or objectively. Learners must understand that any review of an assessment decisions could result in drop of the original grade.

**Submitting an Appeal**

All appeals should be made, in writing, within 5 working days from the date of notification of the decision being appealed.

The following details must be provided at the time of making the appeal:

* your full name and contact, including email and telephone number;
* outline of your appeal, providing as details, including the subject, date(s) of the receipt of notification of the decision being appealed;
* title of qualification, course and/or the service received (if applicable);
* date of assessment (if applicable);
* the reasons for appeal, i.e. fairness, consistency and/or objectivity;
* date of appeal submission;
* supporting evidence (if applicable).

We will aim to acknowledge your appeal within 5 working days.

**Appeals Procedure**

***Stage 1: Review of Decision***

Your appeal will be reviewed by an appropriate member of staff who does not have any personal interest in the decision being appealed.

We will aim to conclude the review within 10 working days, however if the appeal is complex this may take longer but you will be kept informed.

The review of the decision will consider all the information provided at the time of the appeal, there will be no consideration of any additional information received after the date the appeal has been made. The review will consider whether our relevant policies were fairly, consistently and objectively applied in forming the original decision.

Following the review you will receive notification of the outcome in writing, including the reason the appeal was either Upheld or Not Upheld.

If you are dissatisfied with the outcome of the review or believe that the procedures as outlined in this policy have not been applied in a fair or objective manner you may refer to the next stage as below.

***Stage 2: Final Review***

Appeals for final review must be made, in writing, within 5 working daysfrom the date of notification of the outcome of the decision review/stage one above. Appeals will not be reviewed if the request is made outside of this period.

Your request will be acknowledged within 5 working days from receipt.

We will appoint a senior member of staff, who has no previous involvement in the issue being raised and no personal interest in the outcome of the appeal, to investigate. The reviewer will consider whether the relevant policies were fairly, consistently and objectively applied in forming the decision made in Stage 1. No additional evidence can be submitted or will be reviewed during this stage. However, the reviewer may request additional information or discussion with the learner.

You will normally be informed of the outcome of your appeal, in writing, within 10 working days from receipt of request, however this may take longer if the appeal is complex, we will aim to keep you updated.

Following the review you will receive notification of the outcome in writing, including the reason the appeal was either Upheld or Not Upheld.

This decision is the final stage of Artisan Hair Academy’s appeals process.

**Escalation to the Awarding Organisation**

If you remain dissatisfied with the outcome of the appeal and feel that it was not conducted fairly, consistently and objectively in line with this policy then you are entitled to escalate the matter with the relevant qualification awarding organisation, details can be provided on request.

**Upheld Appeals**

If your appeal is upheld, we will take appropriate action, examples may include:

* identify any other learner/stakeholder who has been affected;
* correct the failure and the circumstances where this cannot be done aim to mitigate any impact;
* review procedures;
* arrange for staff training;

Where behaviour of staff is deemed inappropriate internal disciplinary procedures may be implemented, however, the details of such procedures cannot be shared.

**Reporting of Appeals relating to Regulated Qualifications**

For regulated qualifications, we are required to report immediately to the relevant awarding organisation or regulatory body any appeal relating to:

* equality in the delivery of regulated qualifications,
* the processing of personal data or compliance with data protection legislation,
* the integrity of the regulated qualifications
* any matter that may give rise to a potential Adverse Effect (as defined by the qualification regulators)

**Contact Details**

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