



Appeals Procedure

Effective Date: November 2023 onwards.

1. Purpose

The purpose of this appeals procedure is to provide a fair and transparent process for individuals who wish to appeal decisions made by Earth & Beauty. This procedure ensures that appeals are handled promptly, impartially, and in accordance with established guidelines.

2. Scope

This appeals procedure applies to all students, trainees, or individuals enrolled in training programs offered by Earth & Beauty.

3. Grounds for Appeal

The following are the grounds on which an appeal may be made:

- a. Assessment-related decisions, such as grading, assessment outcomes, or certification.
- b. Disciplinary actions taken by the training provider.
- c. Any other decisions that directly impact the rights, privileges, or opportunities of the individual.

4. Informal Resolution

Before initiating a formal appeal, the individual is encouraged to seek an informal resolution by discussing their concerns with the relevant instructor, assessor, or training provider representative. This informal discussion should take place within a reasonable timeframe after the decision has been communicated.

Earth & Beauty

10 Great George Street | Weymouth DT4 8NN
info.earthandbeauty@gmail.com | 07811181101
This policy can also be found at www.earthandbeauty.co.uk

5. Formal Appeal Process

If the informal resolution does not resolve the issue or if the individual prefers to proceed with a formal appeal, the following steps should be followed:

Step 1: Submission of Appeal

The individual must submit a written appeal stating the grounds for the appeal, along with any supporting documentation or evidence, to the designated appeals officer or department within a specified timeframe. The appeal should clearly outline the decision being appealed and the desired outcome.

Step 2: Appeal Review

The appeals officer or department will conduct a thorough review of the appeal, including any relevant records, documentation, or statements from involved parties. They may request additional information or clarification from the appellant, as needed.

Step 3: Appeal Hearing

If the appeals officer determines that a hearing is necessary, an appeal hearing will be scheduled. The appellant will be notified of the hearing date, time, and location. The hearing will provide an opportunity for the appellant to present their case and provide any additional evidence or witnesses to support their appeal. The training provider may also present their case and provide evidence to support the original decision.

Step 4: Appeal Decision

After the appeal hearing, the appeals officer will consider all the information presented and decide based on the merits of the case. The decision will be communicated in writing to the appellant within a reasonable timeframe.

6. Appeal Outcome

The appeal decision can result in one of the following outcomes:

- a. Uphold the original decision, stating the reasons for doing so.
- b. Overturn the original decision and provide a revised decision, stating the reasons for doing so.

Earth & Beauty

10 Great George Street | Weymouth DT4 8NN
info.earthandbeauty@gmail.com | 07811181101
This policy can also be found at www.earthandbeauty.co.uk

c. Refer the matter back to the relevant department for reconsideration.

7. Final Appeal

If the appellant is dissatisfied with the decision made in the formal appeal process, they may have the option to lodge a final appeal with an external, independent body or regulatory authority, if applicable. The procedures for this final appeal will be provided to the appellant along with the decision of the formal appeal.

8. Confidentiality and Records

All appeals and related documentation will be treated confidentially and stored securely. Records of appeals and their outcomes will be maintained for a reasonable period in accordance with applicable data protection laws.

9. No Retaliation

Earth & Beauty will ensure that individuals who appeal decisions are protected from any form of retaliation or adverse treatment because of their decision to appeal. Any form of victimisation or discrimination against the appellant will not be tolerated and may result in disciplinary action.

10. Timelines

Earth & Beauty will establish clear timelines for each stage of the appeals process to ensure that appeals are resolved promptly. The specific timeframes for submitting appeals, conducting reviews, scheduling hearings, and communicating decisions should be communicated to the appellants.

11. Communication

Throughout the appeals process, Earth & Beauty will maintain open and transparent communication with the appellant. The appellant will be kept informed of the progress of their appeal, any additional information required, and the final decision.

12. Documentation

All documentation related to the appeal, including the appeal submission, supporting evidence, meeting minutes, and the final decision, will be appropriately recorded and maintained. This documentation will be securely

Earth & Beauty

10 Great George Street | Weymouth DT4 8NN
info.earthandbeauty@gmail.com | 07811181101
This policy can also be found at www.earthandbeauty.co.uk

stored and accessible only to authorised personnel involved in the appeals process.

13. Continuous Improvement

Earth & Beauty will periodically review the appeals procedure to ensure its effectiveness and make any necessary improvements. Feedback from appellants and stakeholders will be considered for enhancing the appeals process and preventing similar issues in the future.

Earth & Beauty

10 Great George Street | Weymouth DT4 8NN
info.earthandbeauty@gmail.com | 07811181101
This policy can also be found at www.earthandbeauty.co.uk