



Appeal Policy

1. Introduction

IBS Training and Development Ltd (“IBS Training”) is committed to ensuring that all learners are treated fairly, consistently, and with respect in all aspects of their learning experience. This Appeals Policy and Procedure set out the formal mechanisms through which learners may raise concerns, complaints, or appeals relating to academic assessment decisions, equal opportunities, and general matters affecting their studies.

IBS Training recognises that appeals and complaints are an important part of quality assurance and continuous improvement. All appeals will be handled promptly, transparently, and without fear of disadvantage or victimisation.

2. General Appeals Procedure

If a learner has any cause for concern, his or her first point of contact should be the **learner's tutor**. The tutor will discuss the issue with the learner and attempt to resolve the matter informally wherever possible.

If the issue is not resolved at this stage, the learner may refer the matter to the **Curriculum Coordinator**. The Curriculum Coordinator will arrange a meeting with the learner to discuss the concern in detail, review any relevant evidence, and, where appropriate, mediate between parties to reach a resolution.

If the matter remains unresolved following this stage, the learner may formally request that the issue be referred to the **Managing Director** of IBS Training for arbitration. The Managing Director will review the matter objectively and seek to reach a fair and proportionate outcome.

3. Equal Opportunities Appeals Procedure

IBS Training is fully committed to a policy of **Equal Opportunities** and aims to ensure that no learner is disadvantaged on the grounds of protected characteristics as defined by the **Equality Act 2010**, including age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy, or marital status.

If a learner believes that his or her equal opportunity rights have been breached, he or she has the right to make an appeal or complaint, which will be dealt with speedily, fairly, and in confidence.

3.1 What to Do If You Have a Complaint

If a learner feels that they have been subjected to discrimination, harassment, or unfair treatment, they are encouraged, where appropriate, to first attempt to resolve the issue informally by speaking directly to the individual concerned. In many cases, individuals may be unaware that their behaviour has caused offence, and a calm and constructive discussion may resolve the issue.

If the learner feels unable or unsafe to take this approach, or if the matter remains unresolved, the learner should report the matter to **IBS management**. All complaints will be treated seriously and handled confidentially.



For **academic-related concerns**, learners should approach their **Curriculum Coordinator**. For **non-academic concerns**, learners should contact the **Learner Welfare Officer**, who acts as the **Equal Opportunities Advisor (EOA)**.

3.2 Role of the Equal Opportunities Advisor

The EOA, together with relevant IBS Training staff, will meet with the learner to discuss the nature of the complaint and determine whether the matter appears to constitute a breach of IBS Training's Equality Policy.

The learner will be informed of their options and supported in deciding whether and how to proceed. If the learner decides not to pursue the complaint, the case will be formally closed with a record retained for monitoring purposes.

3.3 Informal Action

Where appropriate, an informal approach may be taken. This may involve an interview conducted by the **Managing Director** with the individual alleged to have caused offence. The purpose of this interview is to explain that the behaviour is unwelcome, inappropriate, or disruptive, and to seek an immediate resolution.

In many cases, informal action is sufficient to resolve the matter and restore a positive learning environment.

3.4 Formal Action

If the learner wishes to proceed formally, the **Managing Director** will ensure that a full and impartial investigation is conducted. This investigation may involve interviews, review of documentation, and consultation with relevant staff or learners.

If the investigation identifies misconduct and the complaint is upheld, appropriate action will be taken. Where the alleged offender is an IBS staff member or employee, the matter will be addressed in accordance with the **company's disciplinary procedures**.

The learner will be kept informed of the progress and outcome of the investigation.

3.5 Right of Appeal

If the complaint is not upheld and the learner remains dissatisfied, the learner may appeal to the **Academic Board**. Appeals must be submitted in writing within **five (5) working days** of receipt of the decision.

No learner will suffer disadvantage for raising a complaint unless there is clear evidence that the complaint was malicious, in which case disciplinary action may be taken.

A decision will normally be issued within **14 working days**, and the learner will receive a written **Completion of Procedures letter**.

4. Academic Appeals Procedure



IBS Training and Development Ltd is committed to the fair, consistent, and transparent assessment of all learners' assignments, coursework, and examinations. Where a learner believes that their work has been assessed unfairly, they may submit an academic appeal.

An academic appeal is defined as a request for a review of a decision made by an academic body responsible for learner progression, assessment, or awards.

5. Grounds for Academic Appeal

An academic appeal may be considered only on the following grounds:

- A material irregularity or significant administrative error in the assessment process
- Failure to follow programme or awarding body regulations
- The learner's performance was adversely affected by illness or other significant factors, supported by documentary evidence

Disagreement with academic judgement alone does not constitute valid grounds for appeal.

6. Internal Assessment Appeals Procedure

Internal assessment refers to examinations or assessments conducted by IBS Training or where IBS Training is approved by an awarding body to assess learner work.

Stage 1

The learner should raise the issue with the tutor or assessor, who will discuss the assessment outcome and agree an action plan. This may include a review of the assessment or the scheduling of a further assessment, including a free reassessment where appropriate.

Stage 2

If unresolved, the learner must submit a written appeal to the **Operations Director** within **five (5) working days**, providing all supporting evidence. The decision will be reviewed against course specifications and assessment criteria.

Stage 3

If the learner remains dissatisfied, a final internal appeal may be submitted to the **Managing Director**, who will review the case and attempt to reach a resolution within **five (5) working days**.

Written records will be maintained at all stages of the process.

A decision will normally be provided within **10 working days** in a **Completion of Procedures letter**.

7. External Consideration

Where internal procedures have been exhausted, learners may escalate academic appeals to the relevant **Awarding Organisation**. Awarding body procedures will take precedence where they differ from IBS Training's procedures.



Learners must normally submit such appeals within **10 working days** of the Completion of Procedures letter.

The decision of the awarding body's Appeals Panel is final.

8. Office of the Independent Adjudicator (OIA)

For non-academic appeals, learners may escalate their complaint to the **Office of the Independent Adjudicator (OIA)** within **three (3) months** of the Completion of Procedures letter. Decisions made by the OIA are legally binding. Further information is available at: www.oria.org.uk.

COMPLAINTS & APPEALS

STEP 1

Talk to the person who you have a problem with



STEP 2

Talk to someone in IBS Training. Either:

- i. The Operations Director
- OR



STEP 3

If you are not happy with the result you can **appeal**. This should be done **within 5 working days** of the result.

You will get your result within 10 working days

For study matters (Academic Appeals) you can also go on to the IBS



STEP 4

If you are not happy with the way IBS has done things you can appeal to:

- i. The awarding body. You should do this no later than 14 days after the date on your Completion of Procedures Letter