

# Training Appeals Policy

Anything less than a 'Pass' can be contested by participants. Also, if participants interpretation of behaviour is not in keeping with equality, diversity and inclusion policies

Participants should first talk to their trainer/assessor to try and sort out the problem, but if no solution can be found;

- Stage 1
  - They should submit a written appeal to the Internal Verifier ([QA@efiL-Coaching.com](mailto:QA@efiL-Coaching.com)) within 14 days.
  - The Internal Verifier will carry out an investigation and inform the relevant parties of the outcome within 15 days working days. Hopefully this will be the resolution, but if not;
- Stage 2
  - The appeal needs to be escalated in writing within 21 days. The complainant will be reviewed along with the Internal Verifier's report, then send a reply either resolving the appeal or escalate it further to an External Verifier at ilm - the Awarding Body, if necessary.
  - The External Verifier will investigate and seek advice from ilm Assessor if necessary and inform the relevant parties of the outcome. If the complaint is not favour of the participant, they will be liable for the additional administration and re-assessment charges. Their decision will be final.

All information received regarding the complaint is treated confidentially and dealt with swiftly. All records regarding the complaint is kept for a minimum of three years.