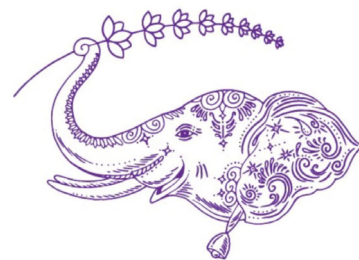


Lavender Thai Therapy Appeals Procedure



Lavender Thai Therapy takes the view that the Appeals procedure is made available to all learners without them having to request it. Our Appeals procedure is intended to ensure fairness in assessment. Details of the procedure are covered during the learner's induction.

1. Where a Learner disagrees with the assessment, reasons for this must be explained to the Assessor concerned within seven working days. In most circumstances, however, this should be immediately after receiving the assessment decision. The Assessor must consider the Learner's explanation and provide an immediate response.
2. If the Learner agrees with the decision provided, then the appeal need not proceed further. Where the Learner remains unhappy with the decision reached, the appeal must proceed to a second stage which involves Internal Quality Assurance. Within 72 hours, the Assessor concerned must forward the IQA the original assessment record and Learner evidence, where appropriate, the Appeal form.
3. The IQA will reconsider the assessment decision. The outcome will be recorded on the Appeal form within 5 working days of receiving the appeal.
4. Where the Learner remains unhappy with the reconsidered assessment decision, the appeal will proceed to an Appeals Panel made up of the original assessor, the IQA and the Centre Co-ordinator, this being the Business Owner, Bill Lavender. The Panel will also include the learner, along with a friend or colleague. This Panel be convened within 10 working days.
5. The panel must reach a decision and inform the Learner of the result within 5 working days both orally and in writing. The decision of the Appeals Panel is final.

Further details of this procedure can be found in our Appeals Policy document. This is available in both written and electronic formats.

Thank you for your kind attention,

Bill Lavender
Director
Amazing Thai Therapy Ltd t/a Lavender Thai Therapy
January 2022