

Appeals Policy and Procedure

The Appeals policy is designed to protect the interests of all candidates and also to protect the integrity of the qualification.

Candidates have the right to appeal in the event that they are dissatisfied with the following:

- The assessment decisions made by Midlands Tai Chi Rehab (MTCR), where applicable
- The assessment decisions made by the Awarding Organisation
- The decision by MTCR not to support an enquiry or appeal to the Awarding Organisation

A copy of the appeals procedure is available to all candidates.

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances

Every attempt will be made to resolve disputes as near as possible to the point of origin. MTCR will keep appeals records for inspection, if needed, for a minimum of 18 months.

Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of provision of training he/she should first of all attempt to resolve the matter by a direct approach to the trainer/business owner.
2. If the matter remains unresolved the candidate may require a personal interview with the business owner.
3. Before the personal interview, the business owner should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

Formal Procedure

Once the informal procedure has been exhausted, if it is inappropriate to the circumstances, the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to the business owner.
2. Within 10 working days of receiving the written appeal, the decision of the business owner should be communicated to the student/trainee.
3. Decisions by the business owner regarding the quality of teaching provision are final.
4. If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure. For details of the Awarding Organisation Appeals Procedure, please refer to the relevant Awarding Organisation website.

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Further Appeals

Any learner wishing to appeal against the operation of the Appeals Procedure can do so in writing to the Business owner. There is a £100 admin charge for each appeal. If the appeal is upheld the charge will be refunded. If the appeal is rejected, the charge will be retained by the business.

This policy has been approved & authorised by:

Name: Mark Peters

Position: Business owner

Date: December 2021

Policy reviewed and updated 01/08/2024

Review of Policy: December 2026

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