

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. A candidate who wishes to appeal against the quality of training provision should first try to resolve the matter directly with the trainer or 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

The formal procedure should be followed only after the informal procedure has been exhausted, or where the informal procedure is inappropriate in the circumstances.

1. The appellant must submit the formal appeal in writing to the business owner.
2. The business owner should communicate their decision to the candidate within 10 working days of receiving the written appeal.
3. Decisions by the business owner regarding the quality of teaching provision are final.
4. If the appellant disagrees with the outcome of the formal appeals procedure concerning an assessment decision, they may use the relevant Awarding Organisation's formal appeals procedure. Details are available on the relevant Awarding Organisation's website.

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Further Appeals

A learner who believes that the Appeals Procedure has not been followed correctly may appeal in writing to the business owner. An administration charge of £100 applies to each appeal. The charge will be refunded if the appeal is upheld and retained by the business if the appeal is rejected.

This policy will be reviewed every five years, or sooner if required by changes to legislation, awarding-organisation requirements or business operations.

This policy has been approved & authorised by:

Name: Mark Peters

Position: Business owner

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