



End Point Assessment Service

The Appeals Process

for appeals against PIABC Limited decisions

Version 2

Updated 11 November 2020

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1. INTRODUCTION

This procedure is for the following:

- End Point Assessment Service – Complaints Handling Policy
- End Point Assessment Service – Malpractice and Maladministration Policy

It is not for academic and assessment appeals (please refer to PIABC Limited's *End Point Assessment Service – Enquiries and Appeals Policy*).

2. PROCEDURE

If an Apprentice or Customer wishing to appeal against the findings, decisions, penalties, or sanctions imposed should contact the Business Compliance & Administration Manager in writing.

Appeals will be accepted from an Apprentice or Customer or individual members of staff who are personally implicated in the decision and should be made in writing to the Business Compliance & Administration Manager.

Stage 1 Appeal

This will involve a review of the case by a senior member of PIABC Limited's staff who has had no previous involvement in the case.

The Stage 1 appeal request must be made in writing to the Business Compliance & Administration Manager within 20 days of you being informed of the findings, decisions, penalties, or sanctions.

The receipt of the request will be acknowledged within 5 working days of receipt by PIABC Limited. The outcome of Stage 1 will be reported in writing within 10 working days of your request.

Stage 2 Appeal

If you remain unhappy after Stage 1, then you may write to the Business Compliance & Administration Manager to request a Stage 2 appeal. You will be asked to explain in writing exactly why you are still dissatisfied if you have not already done so. You should also include details of the original complaint, the actions taken by the college/training provider and a copy of the college/training provider's response. This should arrive within 20 days of you being notified of the outcome of the Stage 1 Appeal. The receipt of your request will be acknowledged within 5 working days of PIABC Limited having received it.

This stage appeal involves a hearing of the case of a panel convened by PIABC Limited. This independent panel should be convened within 28 days of the receipt of the request. You will be notified in writing of the outcome of the appeal hearing within 5 working days of the hearing.

The panel will have three people - an independent lay person acting as chairman, the convener, and one other person. The panel will re-examine fully the concerns referred to it, talking to everyone involved, and getting any specialist advice it needs. It will then prepare a report setting out the results of its investigations, together with its conclusions and any appropriate comments or suggestions. The panel has the powers to direct PIABC Limited to reconsider a case and may offer recommendations. You will be given a copy of the report, and the Business Compliance & Administration Manager will write to tell you of any action being taken because of the panel's recommendations. This process will generally take no longer than 28 working days from the receipt of the convenor's letter to yourself informing you that a panel meeting will take place.

The Business Compliance & Administration Manager does not have to set up a panel every time one is requested. The Business Compliance & Administration Manager will only do so if he/she thinks that a panel investigation is likely to resolve the problems you have identified. Either way, you will be informed of the Business Compliance & Administration Manager decision in writing, generally within 28 working days of your letter requesting a Stage 2 appeals process. If he/she decides to set up a panel, he/she will tell you what matters the panel will investigate.

PIABC Limited will charge an administrative fee for appeals. The fee will be refunded if the appeal is upheld, although a small percentage maybe retained to help offset administration costs. Details of fees for these services are available from the EPA team.

3. CONTACT DETAILS

If you have any queries about the contents of the policy, please contact the EPA team at:

Email: piabc@iom3.org

Telephone: +44 (0)1476 513884

Post:
PIABC Limited
The Boilerhouse
Caunt Road
Grantham
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