

# Appeals

Learners can appeal against:

- The decision about a complaint
- The outcome of an assessment
- Any decision taken with regard to reasonable adjustments and other special considerations
- Decisions taken as a result of a malpractice or maladministration investigation

Appeals should be made within five working days of the decision regarding a complaint; within five working days of the completion of an Integrated Training and Assessment course; or within five working days of the assessment where this is undertaken independently of the training days.

Appeals should be made in writing and sent by email to [info@groundstraining.com](mailto:info@groundstraining.com). Receipt of the appeal will be acknowledged within two working days of receipt.

The appeal process will include:

- A review to ascertain the seriousness of the appeal and identify a non-conflicted investigator
- Collation of data
- Consideration of the data and summary findings
- Response to the appellant

A decision will be conveyed to the appellant within fourteen days of receipt. If this time period proves impractical the appellant will be informed of any delay and reason given for the delay.

The response will include the right to appeal the decision and the right to contact Lantra and any regulatory bodies (Ofqual, SQA, Qualifications Wales, CCEA) if appropriate. It will also include a reference that in Scotland there is the ability for the complainant to raise their complaint to the Scottish Ombudsman if they felt that SQA had not dealt with their complaint adequately.

If it is felt, following the upholding of an appeal, that action is required to prevent a similar appeal arising in future, this action will be taken. A record will be kept of all appeals and this record will be reviewed periodically by the Directors in order to identify any patterns or trends.