

# Appeals Policy for Learners and Participants

## Policy Statement

Social Enterprise Kent CIC (SEK) is committed to ensuring that all learners and participants are treated fairly, consistently and transparently.

We recognise that individuals may sometimes wish to challenge or appeal decisions relating to their learning, participation, progression or outcomes. SEK aims to manage appeals fairly, respectfully and promptly.

This policy explains how learners and participants can request a review of decisions and how appeals will be handled.

## Purpose

The purpose of this policy is to:

- provide a fair and transparent appeals process,
- ensure decisions can be reviewed appropriately,
- support consistency and accountability,
- and promote positive learner and participant experiences.

## Who This Policy Applies to

This policy applies to all learners and participants accessing SEK programmes, training, employability activities and support services.

## What Can Be Appealed?

Appeals may relate to:

- assessment or feedback decisions,
- completion decisions,
- progression or programme outcome decisions,
- certification or achievement disputes,
- reasonable adjustment arrangements,
- decisions relating to participation requirements,
- or other decisions affecting a learner or participant's programme experience.

This policy does not replace:

- the Complaints Policy,
- safeguarding procedures,
- disciplinary procedures,

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- or whistleblowing arrangements.

Concerns about service quality or staff conduct should normally be raised through the Complaints Policy.

## Principles

SEK will ensure appeals are:

- handled fairly and respectfully,
- considered objectively,
- reviewed by an appropriate person,
- managed confidentially where possible,
- and resolved within reasonable timescales.

No learner or participant will be treated unfairly for raising an appeal in good faith.

## Informal Resolution

Where appropriate, learners and participants are encouraged to discuss concerns informally in the first instance with:

- a tutor,
- assessor,
- programme lead,
- or relevant member of staff.

Many concerns can be resolved quickly through clarification, discussion or review.

## Formal Appeals Process

### Stage 1 – Submitting an Appeal

Formal appeals should be submitted in writing and should include:

- details of the decision being appealed,
- the reason for the appeal,
- any relevant evidence or information,
- and the outcome being requested.

Appeals should normally be submitted within 10 working days of the original decision.

Appeals should be sent to: [training@sekgroup.org.uk](mailto:training@sekgroup.org.uk)

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## Stage 2 – Acknowledgement

SEK will:

- acknowledge the appeal within 5 working days
- confirm the appeal process,
- and explain the next steps.

## Stage 3 – Review and Investigation

The appeal will be reviewed fairly and proportionately.

This may include:

- reviewing records or evidence,
- discussing the matter with relevant staff,
- considering programme or assessment requirements,
- and seeking further information where needed.

Where possible, appeals will be reviewed by someone not directly involved in the original decision.

## Appeal Outcomes

Following review, SEK may:

- uphold the original decision,
- amend the decision,
- request further assessment or review,
- offer alternative arrangements or support,
- or identify other appropriate actions.

The outcome and reasons for the decision will normally be provided in writing.

SEK aims to respond to appeals within 15 working days.

Where additional time is needed, the learner or participant will be informed.

## External Review

Where programmes involve external awarding organisations, certification bodies or funding requirements, learners and participants may have access to additional external appeals procedures.

Information about external escalation routes will be provided where applicable.

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## Confidentiality

Appeals will be handled sensitively and confidentially wherever possible.

Information will only be shared with individuals involved in reviewing or managing the appeal.

## Monitoring and Continuous Improvement

SEK will:

- monitor appeals and outcomes,
- identify recurring issues or themes,
- and use findings to support continuous improvement.

## Related Policies

This policy should be read alongside:

- Complaints Policy
- Equality, Diversity, Inclusion and Belonging Policy
- Additional Learning Support Policy
- Safeguarding and Prevent Policy
- Learner and Participant Charter

## Policy Review

This policy will be reviewed regularly to ensure it remains fair, accessible and aligned with good practice.

Signed:



Rebecca Smith (Chief Executive Officer)

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