



Appeals

Email: info@ukawards.org.uk

Website: www.ukawards.org.uk

Document Control		
Document code:	UKA_APP_001	Effective from: 01/12/2024
Linked Ofqual General Conditions:	General Conditions of Recognition: I2	
Version number and date:	V0.1, 01/12/2024	Review date: 01/06/2025
Classification level:	Public/General	

Approved by: Executive Leadership
Date approved: 30/11/2024

Version number:	Date:	Changes:
V0.1	12-2024	Final review and approval by Executive Team

1. Introduction

This policy outlines the procedure for submitting and reviewing appeals related to decisions made in the administration of UK Awards. The aim is to ensure transparency, fairness, and consistency in handling appeals, in line with regulatory requirements.

2. Purpose

The purpose of this policy is to provide a structured approach for individuals or institutions to challenge decisions that they believe have been made incorrectly, unfairly, or inconsistently.

3. Scope

This policy applies to all awards administered under UK Awards. Appeals may relate to assessment outcomes, qualification decisions, and other administrative matters. It does not cover complaints or grievances, which are addressed separately.

4. Responsibilities

- **Appeals Officer:** Responsible for initial review and processing of appeals.
- **Appeals Panel:** An independent body that reviews appeals at Stage 2.
- **Regulatory Compliance Team:** Ensures adherence to this policy and relevant regulations.

5. Appeals Process

Stage 1: Initial Review

- Appeals must be submitted in writing within 30 calendar days of the original decision.
- The appeal must include a clear rationale and supporting evidence.
- The Appeals Officer will review the appeal and issue a decision within 20 working days.
- The outcome will be communicated in writing.

Stage 2: Formal Appeal

- If dissatisfied with the Stage 1 outcome, the appellant may escalate to Stage 2 within 14 calendar days.
- An independent Appeals Panel will be convened to review the case.
- A hearing may be held if deemed necessary.
- The panel's decision will be communicated within 30 working days.

- The decision of the Appeals Panel is final within UK Awards' procedures.

6. Grounds for Appeal

Appeals will be considered under the following grounds:

- Procedural errors that affected the decision-making process.
- Evidence that was not considered during the original decision-making process.
- Unfair or inconsistent application of policies.

7. Exclusions

The following matters are not eligible for appeal:

- Requests for reassessment or re-marking where no procedural error is identified.
- Disputes based solely on dissatisfaction with an outcome.
- Issues outside the jurisdiction of UK Awards.

8. Fees

A fee may be charged for processing appeals at each stage. Details can be found in the UK Awards Fees and Pricing Guide.

9. Data Retention

All appeal records will be securely stored for five years and handled in accordance with data protection regulations.

10. Contact Information

For further inquiries regarding access arrangements and reasonable adjustments, please contact:

Email: info@ukawards.org.uk