

GEM Partnership Ltd Awarding Body Appeals Procedure

1. Procedure

- 1.1 The following sets out the appeals procedure for GEM Partnership. This procedure covers the process for raising appeals against an academic decision that has been made. Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the regulations of the programme of learning then they may appeal to Annie Dorner, Training Compliance Manager via one of the following methods:
 - 1.1.1 Call: 0191 5872999
 - 1.1.2 E-mail: Annie.Dorner@gempartnership.com
 - 1.1.3 Write to: GEM Partnership, 2 Cook Way, North West Industrial Estate, Peterlee, County Durham SR8 2HY
- 1.2 Examples of areas where an appeal may be raised are as follows:
 - 1.2.1 If the learner believes that GEM Partnership has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
 - 1.2.2 If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
 - 1.2.3 If the learner feels that the premises/environment for assessment has disadvantaged them.
- 1.3 Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure.
- 1.4 When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:
 - 1.4.1 A full description of your appeal (including the subject matter and dates and times if known);
 - 1.4.2 Any names of the people you have dealt with so far;
 - 1.4.3 Copies of any papers or letters to do with the appeal; and
 - 1.4.4 Any other factors for consideration such as any mitigating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.
- 1.5 Appeals will be investigated and a review panel may be formed in order to reach a decision. We aim to investigate and respond to appeals within 7 days.
- 1.6 This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly. The Awarding Organisation are;
 - 1.6.1 www.centres.highfieldqualifications.com
 - 1.6.2 <https://eal.org.uk/policies>
 - 1.6.3 <https://www.cityandguilds.com/about-us/our-policies>
 - 1.6.4 <https://innovateawarding.org/policies-and-important-information/>
- 1.7 If you have any queries about the contents of this policy, please contact Kelly Lee, Training Director directly on 0191 5872999 or email kelly.lee@gempartnership.com.

2. Supporting Policies

- 2.1 GEM Partnership Qualification assessment Procedure
- 2.2 GEM Partnership Internal Quality Assurance
- 2.3 GEM Partnership Fair Access to Assessment
- 2.4 GEM Partnership Recognition of Prior Learning
- 2.5 GEM Partnership External Venue Policy