



# Appeals Policy

## **Introduction**

Dawa Solutions Ltd (LxTraining.com) provides a high quality training solution. However we recognise that problems, disagreements and disputes can occur. In order to ensure that these events are resolved promptly Dawa Solutions Ltd have the following appeals policy in place.

All learners will be made aware of the Dawa Solutions Ltd appeals procedure at the start of their course or qualification.

## **Procedure**

All appeals shall be submitted in writing to Dawa Solutions Ltd within 30 days of the occurrence which prompts the appeal.

Dawa Solutions Ltd will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the Dawa Solutions Ltd, will follow:

- Appeal with Trainer, if not resolved:
- Move to an independent Trainer/Internal Quality Assurer

Dawa Solutions Ltd will then conduct an investigation in to the circumstances of the appeal. The Appellant shall be notified in writing as to the outcome of that investigation within 15 working days from the date of acknowledgement.

A detailed record of the investigation will be maintained by the centre as this will be monitored through the centre's own self-assessment process and Awarding Body External Quality Assurance Process.

## **Escalation to Awarding Body**

No more than 4 weeks from the date of the notification of the outcome of the investigation into the initial appeal shall pass before matters are escalated to the Awarding Body, if required.