



Scarborough Counselling & Psychotherapy Training Institute

## **TRAINEE APPEALS PROCEDURE**

### **1. Definition of an appeal**

SCPTI defines an appeal as 'a request for a review of a decision taken by a tutor charged with making decisions about students' progression, assessment, and award of diploma'. Complaints about any process that leads to a decision, or about any service provided by SCPTI, are not included in this definition. They are dealt with separately under the SCPTI's formal complaint procedure. There are three stages to our appeals procedure:

- Stage 1: This is called a query. When you first query a decision it is usually referred back to the tutor that conveyed it to you.
- Stage 2: If you are dissatisfied with the outcome of your query and, after looking at the relevant appeal procedures, you think that you have grounds, you can make a formal appeal.
- Stage 3: Following the outcome of your appeal, if you remain dissatisfied you can ask to meet with the Assessment Board, but they cannot overturn an academic decision.

### **2. Time limits**

You must make your query or appeal or seek a review within a reasonable time. This should be no more than 28 days after the decision was conveyed to you. Queries, appeals or reviews received later than this will be considered to be 'out of time', save in exceptional circumstances that prevented you from submitting it. Ideally you should submit your query, appeal or review as soon as possible, to enable SCPTI to consider and respond to it in a timely manner.

### **3. Rights and responsibilities**

We will:

- deal with queries, appeals and reviews within the time limits set out here and in any separate procedures
- explain the grounds on which you must base your appeal if it is to be considered.
- make sure that all the points you raise are properly and impartially considered, and that there is no potential conflict of interest

- explain the outcome clearly, and ensure that you know what further steps are open to you
- allow a friend to accompany you to any hearing
- respect confidentiality by disclosing only the information that is necessary to consider and respond to your appeal, and only to staff who need it for those purposes
- deal sensitively with issues that involve other students or staff, and not name them unless it is necessary

#### **4. Stage 1 Query the decision**

Within the time limit specified, write to the member of staff that conveyed the original decision to you and say that you want to query it. If you do not have the details of who to write to you should send your query to the Administrator who will refer it to the appropriate person. We are only able to accept queries made by post or email as this ensures that we have an accurate record of your concerns. Concise numbered points can be a helpful way to set the situation out clearly and you should provide any additional supporting evidence available to you. If you have a disability that makes it difficult for you to put your query in writing, please contact the administrator so that we can discuss alternative arrangements. SCPTI will confirm that we have received your query and will send a response to your appeal within ten working days of the date of our confirmation. If we can't give you a full reply within that time, we will tell you when we will be able to do so. We will respond to your query using the method by which it was made i.e. by post or email, unless otherwise agreed.

If when you receive a full answer you remain dissatisfied and either you have additional information which has not previously been taken into consideration or you have evidence that there has been a procedural irregularity you might want to escalate your query to a stage 2 appeal.

#### **5. Stage 2 Lodge a formal appeal**

To make a formal appeal you should write to the Institute Office within 28 days of the date of the response to your query. You should explain the grounds for your appeal and attach any information or correspondence that you consider relevant. A Director will send an acknowledgement of receipt of your appeal and tell you who within SCPTI has been asked to consider your appeal. You must base your case for appeal on more than a simple statement of disagreement with the decision taken: on a material procedural irregularity, for example, or because you have evidence that was not previously available to the committee or individual who made the decision about which you are appealing.

The person who is asked to consider your appeal will look at:

- whether there are grounds for upholding your appeal
- whether the decision was taken fairly and correctly in accordance with the SCPTI's policy and procedures
- whether all the appropriate information was considered.

If the person considering your appeal does not have the authority to change the decision they can ask the appropriate committee to reconsider the decision. SCPTI may rule that there are no grounds for the appeal to be considered, and you will then be advised accordingly.

Once your appeal has been considered you will be sent a reply directly from the person who has considered your case. You should expect to receive a full reply within ten working days. If we can't give you a full reply within that time, we will tell you when we will be able to do so. We will normally reply using the same method you used when sending your complaint to us i.e. letter or email.

## **6. Stage 3 Review by the Assessment Board**

If following the outcome of your stage 2 appeal you have evidence that has not previously been considered or that there has been a procedural irregularity you may ask the Assessment Board to review your case. If you wish to request a review you should write to the Institute Office at the address below within 28 days of the date of the response to your appeal. The complaint should be submitted in writing by post or email, to ensure that we record your appeal accurately. The Administrator will send you an acknowledgment letter and will then refer your appeal to the Assessment Board to investigate on behalf of the Directors. The Assessment Board will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. The Chair of Assessors will reply to your appeal within ten working days of the date of the Administrator's acknowledgment letter or, if that is not possible, contact you again to let you know when you can expect a full reply. This stage may take longer because the investigation will cover earlier correspondence and may seek advice from several different people. The reply will be sent by letter, or an alternative format if appropriate. The reply from the Assessment Board will explain how they have reached their decision. The Chair of Assessor's decision is the final decision of the Institute.

## **7. Sources of advice**

If you need help at any point in the procedures, you can ask:

The Administrator  
SCPTI  
1 Westbourne Grove,  
Scarborough  
North Yorkshire  
YO11 2DJ

Phone: 01723 376246

Email: [admin@scpti.co.uk](mailto:admin@scpti.co.uk)