



# Arundel & Downland Community Leisure Trust

Arundel Lido, Queen Street Arundel BN18 9JG

Tel: **01903 882404** (Reception) **884772** (Office)  
website: [www.arundel-lido.com](http://www.arundel-lido.com) e-mail: [manager@arundel-lido.com](mailto:manager@arundel-lido.com)

## Arundel Lido – RLSS Approved Training Centre

### Appeals Policy

(Version – January 2019)

#### Introduction

This Policy is designed for candidates who have enrolled on any course or renewal at within the RLSS Approved Training Centre (ATC) at Arundel Lido. It details the procedure to be followed when a candidate feels it necessary to appeal a decision regarding qualification delivery and assessment, the timeframe in which it should be done, and how the appeal will be responded to.

#### Procedure

- Candidates have 2 weeks from the date of assessment to appeal against an assessment decision.
- The appeal should be submitted to the Lido Manager (Nikki Richardson) in writing/email, with a statement detailing the grounds for appeal.
- Correspondence can be emailed to [manager@arundel-lido.com](mailto:manager@arundel-lido.com) or sent by letter to Nikki Richardson, Lido Manager, Arundel Lido, Queen Street, Arundel, BN18 9JG.
- The appeal will initially be reviewed by the Lido Manager (Nikki Richardson), who will investigate the appeal further. A confirmation email/letter will be sent to the appellant within 1 week to confirm that the appeal has been received
- Our aim is to fully respond to all appeals within 2/3 weeks of their receipt.
- The Lido Manager (Nikki Richardson) may take one of the following decisions:
  1. To dismiss the appeal, in which case the candidate will be given the reasons for the decision in a letter (which may be emailed if appropriate).
  2. To uphold the appeal and request that the Trainer/Assessor review their decision regarding the assessment, subject to evidence.
  3. To refer the appeal to IQL UK for further investigation.
- Candidates who wish to appeal further may contact IQL UK either through email to [mail@iql.org.uk](mailto:mail@iql.org.uk) or via a letter addressed to: IQL UK, Red Hill House, 227 London Road, Worcester, WR5 2JG
- The Lido Manager (Nikki Richardson) will report details and findings of all appeals to IQL UK where deemed necessary.

#### Review arrangements

Arundel Lido will review this Policy annually and revise it as and when necessary in response to customer and learner feedback, changes in our practices, actions from the regulatory authorities or external agencies or changes in legislation.

#### Footnote

If you would like to feedback any views on this Policy, please use one of the contact addresses in the heading above.