



PROFESSIONAL QUALIFICATIONS APPEALS POLICY & PROCEDURES

People Dancing aims to work to consistently high standards. We recognise that from time to time mistakes can occur and we will endeavour to resolve these in an efficient, amicable and timely way. If you are dissatisfied with the results of a service that we have provided please see our Professional qualifications Complaints Procedure in the first instance. If, having read the complaints procedure you wish to appeal please follow the guidance and steps set out below.

A decision as to whether People Dancing will accept the application for an appeal is based on:

- The grounds on which the appeal is being made (see below)
- Whether you have followed the correct procedures prior to the submission of your appeal

If your concern relates to one of the following topics you should consult the relevant policy in the first instance. The following can be found on the People Dancing website:

- Complaints procedure
- Malpractice and Maladministration policy and procedure
- Reasonable Adjustments or Special Consideration procedure
- Sanctions policy

If you are dissatisfied with the outcome of your complaint or wish to make a formal appeal you may do so providing that your request for an appeal meets the criteria below.

Grounds for appeal

An appeal can be made providing that the following is supplied on the candidate's behalf:

- evidence that the procedures outlined in the qualification specification have not been followed by People Dancing, its staff or assessors
- evidence of bias or prejudice, or that reasonable adjustments have not been taken into consideration

Or where the candidate disagrees with the results of an enquiry into malpractice

Please note: the judgement of the assessor is not one of the grounds for appeal.

The three appeal stages

There are three potential stages to the People Dancing Professional Qualifications appeals process which are set out below.

Stage 1 Appeal

For a Stage 1 appeal you must submit your appeal using the People Dancing Stage 1 Appeal Form, a copy of which is available upon request or can be found as an appendix to this document. The form must be submitted within **14 working days** from the date at which the original decision against which an appeal is being made arrived with the candidate.

The Stage 1 Appeal form must be submitted by email to appeals@communitydance.org.uk or by post to: People Dancing Professional Qualifications
LCB Depot
31 Rutland Street
Leicester
LE1 1RE

Receipt of the appeal will be acknowledged by the People Dancing office within 5 working days by email or post (depending on how the appeal was sent to People Dancing).

There is no fee for making a Stage 1 appeal.

The appeal will be considered by the Appeals Administrator who will take into consideration all the information provided on the Stage 1 Appeals Form and any relevant supporting information that you provide. The Appeals Administrator will also check that all People Dancing procedures and policies were applied fairly. The appeal will be considered within **14 working days** of it arriving with People Dancing and the result of the Stage 1 appeal will be sent to you in writing no more than 5 working days after the appeal is heard, setting out in full the reasons for the Appeal Administrator's decision.

The result of the appeal will either be that:

- The appeal is upheld
- The appeal is rejected

If an appeal relating to the outcome of a complaint, malpractice investigation, reasonable adjustment or special consideration request or sanction is upheld, suitable action will be taken in accordance with the nature and circumstances of the appeal.

If the appeal is upheld on the grounds that a results investigation is upheld we will offer to either reassess the candidate's work at no additional cost OR provide a refund of the assessment fee OR you will be offered a credit note which can be used in payment of future assessment fees. If the candidates' work is reassessed it will not be assessed by the assessor who originally undertook the assessment.

If you are unsatisfied with the result of the Stage 1 Appeal then a Stage 2 Appeal may be submitted.

Stage 2 Appeal

You must submit your Stage 2 appeal using the People Dancing Stage 2 Appeal Form, a copy of which is available upon request or can be found as an appendix to this document.

The Stage 2 Appeal Form must be submitted by email to appeals@communitydance.org.uk or by post to:

People Dancing Professional Qualifications
LCB Depot
31 Rutland Street
Leicester
LE1 1RE

There is a sliding-scale fee (maximum £120) for a Stage 2 appeal. This will be refunded to you if your appeal is upheld.

People Dancing must receive the Stage 2 Appeal Form, and the fee, **within fourteen working days** from the date on which the outcome of your Stage 1 Appeal was sent to you. The form must clearly explain why you disagree with the outcome of the Stage 1 Appeal investigation.

People Dancing will acknowledge receipt of the Stage 2 Appeal Form within **five working days** of receipt by email or post (depending on how the appeal was sent to People Dancing).

The Senior Assessor will convene and chair an Appeals Panel, consisting of one People Dancing assessor and an independent appeal board member who has a current association with the education sector. Each panel member will be asked to confirm at the start of the appeal hearing that they have not had a previous connection with, or any personal interest in, the case. The Appeals Panel will meet within **21 working days** of receipt of the Stage 2 Appeal Form to discuss the appeal in detail. The meeting will only conclude once a unanimous decision has been reached.

The Stage 2 appeal will lead to one of two outcomes:

- The appeal is upheld
- The appeal is rejected

If an appeal relating to the outcome of a complaint, malpractice investigation, Reasonable adjustment or Special consideration request or sanction is upheld, suitable action will be taken in accordance with the nature and circumstances of the appeal.

If the appeal is upheld on the grounds that a results investigation is upheld we will offer to either reassess the candidate's work at no additional cost OR provide a refund of the assessment fee OR you will be offered a credit note which can be used in payment of future assessment fees. The appeal fee will also be refunded. If the candidates' work is reassessed it will not be assessed by the assessor who originally undertook the assessment.

The result of the Stage 2 appeal will be given to you in writing no more than **5 working days** after the appeal is heard, setting out in full the reasons for the Appeal Panel's decision. In all circumstances in which the Stage 2 appeal is upheld the fee for the appeal will be refunded. If the appeal is not upheld the fee will not be refunded.

If you are still unsatisfied after the Stage 2 Appeal then a further appeal may be submitted for consideration by an independent arbitrator.

Stage 3: Appeal to an independent arbitrator

You must submit your appeal using the People Dancing Arbitration Appeal Form, a copy of which is available upon request or can be found as an appendix to this document.

The People Dancing Arbitration Appeal Form must be submitted by email to

appeals@communitydance.org.uk or by post to:

People Dancing Professional Qualifications

LCB Depot

31 Rutland Street

Leicester

LE1 1RE

There is a sliding-scale fee (maximum £120) for an appeal to an independent arbitrator. This will be refunded to you, together with the fee for the Stage 2 appeal if the arbitrator finds in your favour.

People Dancing must receive the People Dancing Arbitration Appeal Form, and the fee, **within fourteen working days** from the date on which you received the outcome of your Stage 2 Appeal. The form must clearly explain why you disagree with the outcome of your appeal to date.

People Dancing will acknowledge receipt of the Arbitration Appeal Form within **five working days** of receipt and appoint an independent arbitrator who has no prior knowledge of the case. Independent arbitrators are not currently or recently employed by People Dancing. The arbitrator will refer to all available documentation including the Stage 1 and 2 appeals and reports, plus recordings, if available. The arbitrator will provide their report to People Dancing within **30 working days** of their receipt of the appeal, and we will then send you our full response in writing.

You will be given the result of the Arbitration Appeal in writing no more than **5 working days** after the appeal is heard. It will set out in full the reasons for the arbitrator's decision. The decision of the independent arbitrator is final.

The Arbitration Appeal will lead to one of two outcomes:

- The appeal is upheld
- The appeal is rejected

If an appeal relating to the outcome of a complaint, malpractice investigation, reasonable adjustment or special consideration request or sanction is upheld, suitable action will be taken in accordance with the nature and circumstances of the appeal.

If the appeal is upheld on the grounds that a results investigation is upheld we will offer to either reassess the candidate's work at no additional cost OR provide a refund of the assessment fee OR you will be offered a credit note which can be used in payment of future assessment fees. The appeal fee will also be refunded. If the candidates' work is reassessed it will not be assessed by the assessor who originally undertook the assessment.

In all circumstances in which the Arbitration Appeal is upheld the fees for the Stage 2 and arbitration appeal will be refunded. If the appeal is not upheld the fees will not be refunded.

Reviewing our policies and procedures

If at any stage of the appeals process we become aware of a policy or procedural failing that may adversely affect other candidates or the integrity of the qualifications that we offer within three months of the final appeal result we will:

- review the results of candidates that may have been affected by the failing and advise any candidates if we believe they have been adversely affected
- review the policy or process and take corrective action to address the issues raised through the appeals process
- review our development procedures and processes to ensure that a similar mistake is not repeated

Data protection

People Dancing will only share information pertaining to an appeal on a 'need to know' basis. This may mean that information provided by you at any stage of an appeal will be shared with the Appeals Administrator, Senior Assessor, appeal panel members and an independent arbitrator, depending on the stage that your appeal reaches.

Records of appeals will be retained or destroyed in line with People Dancing Privacy policy.



Appendix 1: Stage 1 Appeal Form

Please ensure that you have read the People Dancing Appeals Policy and Procedure and any other relevant documentation before completing and submitting this form.

The form must be submitted within **14 working days** from the date at which the original decision against which an appeal is being made arrived with the candidate.

The Stage 1 Appeal form must be submitted by email to appeals@communitydance.org.uk or by post to: People Dancing Professional Qualifications
LCB Depot
31 Rutland Street
Leicester
LE1 1RE

All correspondence will be sent solely to the person named as the 'Appellant' on this form.

1. Appellant information

Given name	Family name

Email address	Phone number

Relationship to candidate (eg self, parent etc)

2. Candidate information (if different from appellant information)

Given name	Family name
Candidate registration number	Candidate's Registered Centre (if applicable)

3. Type of appeal

The appeal is being made as a result of the outcome of a:	Tick as appropriate
Complaint	
Results investigation	
Malpractice / maladministration investigation	
Reasonable adjustment or Special consideration investigation	
The imposition of a sanction	

4. Explanation

Please explain why you are appealing against the result of the original decision (max 750 words)

5. Desired result of the appeal

What would you like to happen as a result of this appeal?

6. Declaration

I confirm that the information I have provided is true and accurate	
Appellant signature	Date (dd/mm/yy)

For office use only

Date received:	
Received by:	
Is there enough information to proceed?	
If not: date appellant contacted	
Date form passed to Appeals Administrator:	



Appendix 2: Stage 2 Appeal Form

Please ensure that you have read the People Dancing Appeals Policy and Procedure and any other relevant documentation before completing and submitting this form.

This form must be submitted within **14 working days** from the date at which you received the result of your Stage 1 appeal

Information about the fee for a Stage Two Appeal can be obtained by emailing appeals@communitydance.org.uk. Payment can be made using BACS, cheque, credit card or debit card. Please contact People Dancing for account details. This fee will be refunded if your appeal is successful.

The Stage 2 Appeal Form must be submitted by email to appeals@communitydance.org.uk or by post to:

People Dancing Professional Qualifications
LCB Depot
31 Rutland Street
Leicester
LE1 1RE

All correspondence will be sent solely to the person named as the 'Appellant' on this form.

1. Appellant information

Given name	Family name

Email address	Phone number

Relationship to candidate (eg self, parent etc)

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2. Candidate information (if different from appellant information)

Given name	Family name
Candidate registration number	Candidate's Registered Centre (if applicable)

3. Type of appeal

The appeal is being made as a result of the outcome of a:	Tick as appropriate
Complaint	<input type="checkbox"/>
Results investigation	<input type="checkbox"/>
Malpractice / maladministration investigation	<input type="checkbox"/>
Reasonable adjustment or Special consideration investigation	<input type="checkbox"/>
The imposition of a sanction	<input type="checkbox"/>

4. Explanation

Please explain why you are appealing against the result of your Stage 1 appeal (max 750 words)
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5. Declaration

I confirm that the information I have provided is true and accurate	
Appellant signature	Date (dd/mm/yy)

For office use only

Date received:	
Received by:	
Has the fee been received?	
Form of payment:	
If no fee received, date appellant contacted:	
Date form passed to the Senior Assessor:	



Appendix 3: Independent arbitrator appeal

Please ensure that you have read the People Dancing Professional Qualifications Appeals Policy and Procedure and any other relevant documentation before completing and submitting this form.

This form must be submitted within **14 working days** from the date at which you received the result of your Stage 2 appeal

Information about the fee for an Independent Arbitrator's Appeal can be obtained by emailing appeals@communitydance.org.uk. Payment can be made using BACS, cheque, credit card or debit card. Please contact People Dancing for account details. This fee will be refunded if your appeal is successful.

The People Dancing Arbitration Appeal Form must be submitted by email to appeals@communitydance.org.uk or by post to:

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Leicester
LE1 1RE

All correspondence will be sent solely to the person named as the 'Appellant' on this form.

1. Appellant information

Given name	Family name

Email address	Phone number

Relationship to candidate (eg self, parent etc)

2. Candidate information (if different from appellant information)

Given name	Family name
Candidate registration number	Candidate's Registered Centre (if applicable)

3. Explanation

Please explain why you are appealing against the result of your Stage 2 appeal (max 750 words)

4. Declaration

<p>I confirm that the information I have provided is true and accurate</p> <p>Appellant signature</p>	 <p>Date (dd/mm/yy)</p>

For office use only

Date received:	
Received by:	
Has the fee been received?	
Form of payment:	
If no fee received, date appellant contacted:	
Date form passed to the Independent Arbitrator:	