



## **Appeals Policy**

### **1. Purpose of this Policy**

This Appeals Policy sets out the procedure by which a learner or client may appeal a decision made in relation to:

- assessment outcomes for CPD or training activities
- decisions regarding reasonable adjustments or special considerations
- outcomes of internal quality assurance, monitoring, or review processes

Leading Educational and Neurodiversity Support (LENS) is committed to fair, transparent, and consistent decision-making.

### **2. Scope**

This policy applies to:

- learners enrolled on CPD, training, or professional development activities delivered by LENS
- decisions made by LENS in relation to assessment, feedback, or participation requirements

### **3. Grounds for Appeal**

An appeal may be made where the learner believes:

- reasonable adjustments were insufficient
- special consideration was not applied
- unfair conduct occurred
- assessment does not reflect performance

### **4. Appeals Process**

Stage 1: Informal Resolution

Learners should raise concerns within five working days.

Stage 2: Formal Appeal

Formal appeals must be submitted in writing within five working days.

Stage 3: Review and Outcome

A written response will be provided within 20 working days.

### **5. Evidence and Practical Assessments**

Learners may submit supporting documentation where appropriate.

## 6. Medical or Exceptional Circumstances

Learners must notify LENS in advance of circumstances affecting performance.

## 7. Equality and Neuroaffirmative Practice

Appeals are considered through a neuroaffirmative and inclusive lens.

## 8. Approval and Review

Approved by: Joe Booker

Position: Director / Lead Practitioner

Organisation: Leading Educational and Neurodiversity Support

Date approved: 12.01.26

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