



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

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