



Appeals Policy

Introduction

White Star Medical Services Ltd aim to provide a high quality training solution. However we recognise that problems, disagreements and disputes can occur. In order to ensure that these events are resolved promptly White Star Medical Services Ltd have the following appeals policy in place.

All learners will be made aware of the White Star Medical Services Ltd appeals procedure at the start of their course or qualification.

Procedure

All appeals shall be submitted in writing to White Star Medical Services Ltd within 30 days of the occurrence which prompts the appeal.

White Star Medical Services Ltd will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the White Star Medical Services Ltd, will follow:

- Appeal with Trainer, if not resolved:
- Move to an independent Trainer/Internal Quality Assurer

White Star Medical Services Ltd will then conduct an investigation in to the circumstances of the appeal. The Appellant shall be notified in writing as to the outcome of that investigation within 15 working days from the date of acknowledgement.

A detailed record of the investigation will be maintained by the centre as this will be monitored through the centre's own self-assessment process and our accreditors (AoFAQ) External Quality Assurance Process.

Escalation to AoFAQ

No more than 4 weeks from the date of the notification of the outcome of the investigation into the initial appeal shall pass before matters are escalated to AoFAQ, if required.