



Appeals Procedure Policy

1. Purpose

The purpose of this policy is to provide a clear, fair, and consistent process for individuals to appeal decisions or actions taken by the Hayat Medical Training. This ensures that all parties have the opportunity to have their concerns reviewed and resolved in a transparent manner.

2. Scope

This policy applies to all employees, contractors, and other stakeholders involved with Hayat Medical Training who wish to appeal decisions related to their employment or interactions with the company.

3. Definitions

- **Appeal:** A formal request for reconsideration of a decision made by Hayat Medical Training.
- **Appellant:** The individual who submits an appeal.
- **Appeal Panel:** A group of individuals appointed to review and decide on appeals.

4. Policy Statement

Hayat Medical Training is committed to handling appeals fairly and transparently. All appeals will be reviewed in a timely manner, and decisions will be communicated clearly.

5. Procedure

5.1. Grounds for Appeal

An appeal may be made on the grounds of:

- Procedural errors
- Unfair treatment
- Incorrect application of policies or procedures
- New evidence or information that was not available at the time of the original decision

5.2. How to File an Appeal

1. Submit a Written Appeal: The appellant must submit a written appeal to the appeals department within 5 business days of the decision being appealed.

2. Include Relevant Details: The written appeal should include:

- The decision being appealed
- Grounds for the appeal
- Any supporting evidence or documentation

5.3. Appeal Review Process

1. Acknowledgment: Upon receipt of the appeal, the designated person or department will acknowledge receipt within 5 business days.

2. Initial Review: The appeal will be reviewed to ensure it falls within the scope of this policy. If it does, an Appeal Panel will be appointed.

3. Appeal Hearing: The Appeal Panel will schedule a hearing or meeting to review the appeal. The appellant may present their case, and any relevant evidence or witnesses may be considered.

4. Decision: The Appeal Panel will make a decision based on the review and will communicate this decision to the appellant in writing within 5 business days of the hearing.

5.4. Final Decision

If the appellant is not satisfied with the final decision provided by Hayat Medical Training, then the appellant may take their appeal up with the awarding body of their course e.g. Qualsafe.

6. Confidentiality

All appeals and related processes will be handled with the utmost confidentiality to protect the privacy of all parties involved.

7. Retaliation

Hayat Medical Training prohibits retaliation against any individual who files an appeal or participates in the appeals process. Any instances of retaliation should be reported immediately and will be addressed promptly.

8. Review and Amendments

This policy will be reviewed periodically and may be amended as necessary. Any changes will be communicated to all employees and relevant persons.

9. Contact Information

For questions or further information regarding this policy, please contact info@hayatmedicaltraining.com

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