



POOL SMART

TRAINING & CONSULTING

Appeals Policy

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Introduction and Scope

This policy applies to all candidates who are undertaking or have completed an RLSS UK Qualifications, qualification

and sets out PoolSmart LTD procedures and approach to submitting and considering appeals, to ensure that all outcomes are fair, consistent, and reliable.

All candidates have the right to enquire about, question or appeal against an assessment decision.

Appeals may be made in relation to:

- The results of assessments
- Decisions regarding Reasonable Adjustments and Special Considerations
- Decisions relating to any action to be taken against a learner or an ATC/P after an investigation into malpractice or maladministration
- Where evidence suggests we did not apply procedures consistently, or that procedures were not followed properly and fairly

Principles of making an Appeal

If a candidate is unhappy about the assessment decision awarded to them, they must first go through our appeals process prior to contacting RLSS UK Qualifications. As part of our agreement with RLSS UK Qualifications, we must operate an appeal process for learners.

How to Appeal

Appeals should be made in writing via email to hello@Poolsmarttc.co.uk within 14 working days of the assessment date.

The appeal must detail:

- Candidates name and contact details
- Venue name and society number
- Trainer's name and society number
- Assessor's name and society number
- Names of others involved
- Details around the grounds for appeal
- Copies of any supporting evidence

If the appeal is excessively long or complex, we may ask you to provide a summary so that we are clear what the issues are.

What will happen to my Appeal?

Where possible, we will undertake an initial, informal assessment of all potential appeals, to ensure the application is complete and to ascertain if the issue can be resolved before it goes to a formal appeal. We may do so over the telephone or via email. In all instance, we will ensure that the person carrying out this initial check does not have a personal interest in the decision being appealed. All actions will be confirmed via email.

Sometimes a more formal approach is required and in these cases your appeal must be put in writing via email directly to kieran@poolsmarttc.co.uk. If the appeal cannot be put in writing, a member of our team will relay any verbal conversation via email, to ensure the details around the appeal have been understood.

All appeals will be acknowledged within 5 working days, investigated, and a response provided within 28 working days. If the process is likely to take longer, we will contact all parties concerned to inform them of the likely revised timescale.

We will endeavour to complete any appeals investigation within 28 working days of the receipt of the initial written appeal. To ensure a fair and thorough investigation, the duration may depend on the nature and severity of the appeal received, and the investigating team member will notify the appellant as soon as possible, if the investigation will take longer than expected.

If your appeal is not upheld, we will explain why.

If we feel your appeal is successful, we will forward all relevant information/ evidence to RLSS UK Qualifications for review.

If you are not happy with the way your appeal has been handled or the outcome of our investigation, you can refer your grievance to the RLSS UK Compliance Team via email: compliance@rlss.org.uk, In such cases, this must be done within 10 working days of receipt of our decision.

Contacting RLSS UK Qualifications

RLSS UK Qualifications will only review the original appeal and your dissatisfaction with how it was handled.

Further consideration of your appeal will only be made if the review considers the complaint was not handled according to our procedures or failed to consider critical evidence.

Any decisions made at this stage will be signed off by the RLSS UK Compliance Team.

RLSS UK Qualifications will require evidence that you have firstly gone through our appeals process.

RLSS UK Qualifications Contact	
Email	compliance@rlss.org.uk
Telephone	0300 323 0096
Address	Royal Life Saving Society Red Hill House 227 London Road Worcester WR5 2JG