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**Assessment, Enquiry and Appeals Policy**

**Original - February 2024**

**Updated – September 2024**

**Reviewed Annually**

We are committed to delivering excellent teaching and learning to all learners.  If a learner feels, however, that they have been unfairly assessed, they should firstly discuss the matter with a member of Tree of Life staff.  If this does not provide satisfaction, they may invoke the Open Awards Appeals procedure.

All appeals should be in writing, outlining the nature of the matter and internal enquires/investigations made, and should be made within 30 working days. Tree of life will then acknowledge within 5 working days and appoint an appropriate member of staff to review the complaint.

Tree of Life will report back within 30 working days of receipt of the complaint.  Reports are usually completed within 30 working days but if a visit is required, this and the revised timescale will be agreed between both parties.

**Further Avenues of Appeal**

The Examinations Appeal Board (EAB) may, at their discretion, be willing to hear further appeals.  In this case we will contact them for further advice.  [www.theeab.org.uk](http://www.theeab.org.uk/)