Appeals Policy

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Introduction

1. Strength and Conditioning Academy Ltd has established this policy and its procedures for raising an appeal against a decision that Strength and Conditioning Academy Ltd has made regarding a staff member, learner, partner, or its own practices.

Grounds for an appeal

2. Stakeholders who have grounds for making an appeal may do so based on the following (but not limited to) circumstances:
    - Failure to follow due process or other procedural defect.
    - A query that arises once feedback on a decision has been received.
    - A query that arises on notification of Strength and Conditioning Academy Ltd's intention to investigate a reported complaint or allegation of malpractice, or maladministration.
    - An appeal against an outcome from an investigation undertaken by Strength and Conditioning Academy Ltd.
    - Sanctions applied through disciplinary proceedings undertaken by Strength and Conditioning Academy Ltd.

Making an appeal

3. We will endeavour to resolve any appeal quickly and fairly and encourage you to follow these stages when making an appeal. Please make your appeal in writing to admin@strengthconditioning.academy and your case will be reviewed by one of the management team at Strength and Conditioning Academy Ltd. At this point further details that can inform the investigation into your appeal will be requested including the following information:
    - Your full name.
    - A description of your appeal including:
        - Date(s).
        - Time(s).
        - Location.
        - Appeal details including where possible, the associated breach in code of conduct, malpractice, maladministration or any other standards, policies, procedures, or agreements.
        - Copies of related evidence which may aid in the understanding of the case.
        - Any other information which you feel is relevant and pertinent to a full understanding of the case.

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- Your contact details so that we can keep you updated with the investigation or seek any clarification where necessary.

4. Strength and Conditioning Academy Ltd will aim to action and resolve the investigation within 25 working days of receipt of an allegation.

5. In conclusion of the investigation Strength and Conditioning Academy Ltd will respond including (but not limited to the following information:
    - A cross-reference against the appeal submission and matters raised in support of the appeal.
    - Findings from the investigation.
    - The conclusion from Strength and Conditioning Academy Ltd's appeals process. The conclusion will either be:
        - Acknowledgement of where the adherence to policies and procedures were breached with suitable solutions to remedy the appeal.
        - Evidence of where policies and procedures were followed and an explanation of why the original decision will be upheld.
    - Information aimed at aiding the understanding of how the conclusion was reached.
    - Contact details for Strength and Conditioning Academy Ltd's relevant case manager if the individual making an appeal would like to discuss the investigation further.

Revised appeal

6. If the outcome of the appeal is unsatisfactory a revised appeal can be requested in writing to admin@strengthconditioning.academy. In these circumstances another officer of Strength and Conditioning Academy Ltd will review the case, prior appeal and follow the same investigative procedures outlined in the initial appeals process.

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