



Mental Health & Wellbeing Academy (MHWA)

Learner Appeals Policy

Introduction

MHWA provides a high-quality training solution. However, we recognise that problems, disagreements and disputes can occur. To ensure that these events are resolved promptly MHWA have the following appeals policy in place. All learners will be made aware of the MHWA appeals procedure at the start of their course or qualification.

Procedure

All appeals shall be submitted in writing to MHWA within 30 days of the occurrence which prompts the appeal. MHWA will acknowledge receipt of the appeal within 5 working days. The usual appeal process within the MHWA, will follow:

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

MHWA will then conduct an investigation into 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 Awarding/Accreditation Body's External Quality Assurance Process.

Escalation to the Awarding/Accreditation Body

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 the Awarding/Accreditation Body, if required.

Approved by	Date	Next review due
Dr Matt Parkyn - Director/Head of Centre	12 March 2025	12 March 2026
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