



## **Lions Sports Academy Appeals Policy**

This policy will provide guidance for stakeholders who wish to appeal against a procedural decision made by Lions Sports Academy Limited and therefore it applies to Lions Sports Academy staff, development partners, quality assurers, customers, learners and relevant third parties.

The objective of this position statement is to provide stakeholders with the process for appealing against a Lions Sports Academy procedural decision. It covers the following areas:

- Definition of Appeals
- Examples of Potential
- Appeals decisions that may arise
- Grounds to make an Appeal
- Appeal Fees
- Lions Sports Academy process for appealing against a decision

### **Definition**

An appeal is a request by a stakeholder for Lions Sports Academy to review and potentially reverse a decision made by Lions Sports Academy and may include:

- A customer disagreeing with a Lions Sports Academy decision after receiving investigation outcomes.
- A learner disagreeing with a Lions Sports Academy decision after receiving investigation outcomes.
- An appeal from a customer/ learner relating to a Lions Sports Academy decision to decline a customer's request to make a reasonable adjustment or give special considerations.
- A customer wishing to appeal a decision made during an External Quality Assurance (EQA intervention)

### **Examples may include:**

- A request for a Reasonable Adjustment to Assessment or a Special Consideration has been declined by Lions Sports Academy.

- A customer may have received a sanction from Lions Sports Academy following an EQA intervention and they feel that the sanction is unnecessary.

Grounds to Make an Appeal If stakeholders believe they have grounds for an appeal against a Lions Sports Academy procedural decision they should follow the reporting process detailed within this position statement.

In order for an appeal to be considered by Lions Sports Academy, specific grounds for the appeal need to be provided which must be either:

- Information and/or evidence to oppose and potentially change the original procedural decision. or
- Information and/or evidence to demonstrate that the original decision-making process was not handled in line with Lions Sports Academy established procedures.