

APPEALS AND DISPUTES POLICY



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TERMS & CONDITIONS

VOYAGE INTERNATIONAL BEAUTY upholds the right of individuals to appeal decisions and ensures that practices and procedures are in place to support this right. After all internal appeal and dispute resolution processes have been exhausted, appeals and disputes will be referred to an independent third party for investigation.

VOYAGE INTERNATIONAL BEAUTY is committed to handling appeals and disputes promptly and fairly.

Grounds for Appeal

Learners may appeal the following:

- Assessment outcomes
- Moderation outcomes
- Certification decisions



Learner Appeals & Disputes

VOYAGE INTERNATIONAL BEAUTY recognizes the right of learners to dispute or appeal assessment decisions. Learners are informed of these rights at the start of their training.

Assessor & Moderator Appeals & Disputes

VOYAGE INTERNATIONAL BEAUTY ensures that Assessors and Moderators are aware of their rights regarding appeals and disputes.

Procedure

Purpose

This procedure aims to create a fair and reliable process for addressing appeals and disputes.

Scope

This procedure covers the establishment and maintenance of a system that guarantees fairness and reliability in assessment, internal, and external moderation processes.



Process

- *Learner Appeals:*
- *Learners will be informed of their right to appeal against an assessment decision. Appeals can be made under the following circumstances:*
 - *If the learner believes they were unfairly assessed despite providing sufficient evidence.*
 - *If the learner was not adequately briefed on the assessment's nature and requirements.*
 - *If the learner has evidence of unfair discrimination.*
 - *If special needs that could affect the assessment's validity were not accommodated.*
 - *If the Assessor's judgment is biased, lacks expertise, or engages in unethical practices.*
- *Stage 1:*
 - *Learners may verbally submit their appeal to the Assessor within 14 working days of receiving the assessment decision.*
 - *An appeals form will be provided to the learner.*
 - *VOYAGE INTERNATIONAL BEAUTY will respond within 14 working days.*
 - *The Assessor will either:*
 - *Provide a clear explanation upholding the assessment decision and re-evaluate the evidence, or*
 - *Amend the learner's Assessment Report if an oversight occurred.*



3.7 Team members receiving a complaint must refer it immediately to the designated complaints handler to ensure prompt and efficient resolution.

3.8 If a complaint is resolved by the close of the next business day and the complainant accepts the response, no further action is required. Otherwise, the complaint is escalated to a formal process.

Timescales

3.9 Complaints should be resolved as early as possible. If unresolved, the complaint must be logged, and the Managing Partner informed.

3.10 An acknowledgment of the complaint must be issued within 5 working days, detailing who is handling it and when the client can expect further contact.

3.11 A final response should be provided within 4 weeks, explaining the outcome of the investigation, offering any appropriate remedies, or detailing why the complaint was rejected. If a final response cannot be issued within this timeframe, an update explaining the delay and providing a new timeline must be sent.

3.12 A final response must be issued within 8 weeks of receiving the complaint.

Review Process & Root Cause Analysis

3.13 We conduct root cause analysis to understand and address the reasons behind complaints, enabling us to improve our processes and prevent future issues.

3.14 The Managing Partner or Senior Compliance Officer may initiate an internal review of service quality based on complaints received.



- **Stage 2:**
 - *If unsatisfied with the Assessor's decision, the appeal will be escalated to the Moderator for mediation and possible re-assessment.*
 - *The Moderator will review the original assessment report, evidence, and the appeal form.*
 - *The Moderator may consult another Assessor and must provide a resolution within seven days.*
- **Stage 3:**
 - *If the decision remains unsatisfactory, a panel will be convened to review the appeal.*
 - *The panel will receive all relevant documentation and will sit within 14 days of the appeal entering Stage 3.*
 - *The learner may attend the panel proceedings.*
- **Stage 4:**
 - *If internal appeal systems are exhausted, the appeal will be referred to an independent third party or the CCMA for investigation. The relevant party has 10 days to respond or resolve the issue.*



- *Assessor & Moderator Appeals:*
- *Assessors and Moderators have the right to appeal decisions made by internal or external moderators.*
- *They must follow the same procedure outlined above, as applicable.*
- *If an Assessor disputes the Moderator's decision regarding results, the Moderator's decision will take precedence.*
- *Assessors and Moderators may appeal directly to an independent third party or the CCMA.*
- *Record Management*
- *All records of appeals and disputes are logged and managed in accordance with VOYAGE INTERNATIONAL BEAUTY's Document and Record Management Policies and Procedures.*

