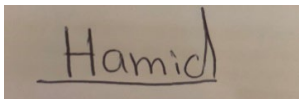




## Pre-Enquiries and Appeals to SEQ Policy

Approved by:	H Anwary
Signed:	
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# Enquiries and Appeals Policy

## Introduction

This policy details the procedure for the Approved Training Centre (ATC) to follow when submitting enquires and appealing to a decision regarding qualification delivery and assessment to Swim England Qualifications (SEQ) or disagreement with the outcome of monitoring activities such as External Verification, Centre Review or Observation Moderation reporting and decisions.

## Pre-Appeal Enquiry

The pre-appeal enquiry stage precedes an appeal and endeavours to resolve disputes before they reach the appeals stage.

A learner may nominate an appropriate representative to act on their behalf only if they are unable to represent themselves, for example by reason of disability, on medical grounds, or because they are under the age of 18. Learners wishing to nominate a representative should do so at the beginning of the process with the ATC, giving a clear reason why they cannot represent themselves.

If Active Swim appeals on behalf of a learner/s, we will ensure that we have obtained the written permission of the learner/s, to forward on to SEQ.

We **Active Swim** have 20 working days from the day after the outcome and decision was issued to make a pre-appeal enquiry.

We will collect and forward the following details:

- Our ATC name
- ATC Centre number
- Assessor/ staff member name (if applicable)
- Learner/s name and registration number/s (if applicable)
- Title/QAN of the qualification (if applicable)
- What decision the pre-appeal enquiry relates to
- Details of any decision dates known
- Evidence and results of the ATCs own appeals procedure (if applicable)
- ATC representative contact details (email/telephone number) for the individual making the pre-appeal enquiry on behalf of the ATC and/or learner (this would usually be the Key Centre Contact unless there is a Conflict of Interest that needs to be taken into account)

As much detail and/or evidence as possible about the decision and what aspects of the decision are being challenged

All pre-appeal enquiries should be sent to

[hamid@activeswim.co.uk](mailto:hamid@activeswim.co.uk)

Active Swim will acknowledge receipt of the pre-appeal enquiry within five working days of receipt of the pre-appeal enquiry and will appoint a relevant competent individual to act as an adjudicator who has not had any involvement with the case so far.

The adjudicator will review the pre-appeal enquiry details, the procedures followed to reach the decision, and any other supporting evidence, including contacting other parties involved in the decision-making.

Active Swim will notify the learners of the outcome within 20 working days from the day we receive the pre-appeal enquiry. Should it not be possible to provide an outcome within this time, we will inform the ATC and, wherever possible, provide an alternative anticipated outcome date.

If the learner remains dissatisfied with the outcome of the pre-appeal enquiry, the ATC may request a formal appeal.

### **Formal Appeal**

If we, **Active Swim** and/or learners, remain dissatisfied after receiving the outcome of a pre-appeal enquiry, we can pursue a formal appeal against the decision.

All appeals must be made in writing to SEQ within 20 working days from the day they issued the pre-appeal enquiry outcome. All appeals should be emailed to [hamid@activeswim.co.uk](mailto:hamid@activeswim.co.uk)

We will require the following details:

- Assessor/ staff member name (if applicable)
- Learner/s name and registration number/s (if applicable)
- What decision does the formal appeal enquiry relate to
- Details of any decision dates known
- Evidence and results of the ATCs own appeals procedure (if applicable)
- ATC representative contact details (email/telephone number) for the individual making the initial pre-appeal enquiry on behalf of the ATC and/or learner (this would usually be the Key Centre Contact unless there is a Conflict of Interest that needs to be taken into account)

As much detail and/or evidence as possible about the decision and what aspects of the decision are being challenged

Where we are appealing on behalf of a learner/s, we will ensure that we have obtained the written permission of the learner/s concerned.

SEQ will acknowledge receipt of the appeal within five working days and inform us of the ATC's result within 20 working days from the day the appeal was received.

Following the issuing of the outcome of the appeal, should the overall outcome not be changed and, as such, the previous overall decision upheld, an invoice for the cost of the appeal will be issued to the ATC.

If the ATC and/or learner remain dissatisfied with the outcome of the appeal, the ATC may request a panel investigation. For more information, please refer to the latest SEQ Pre-Appeal Enquires and Appeals policy.

For any appeals or enquiries, please contact:

Mr H Anwary  
10 Burgundy Court  
31 Arla Place  
Ruislip  
Middlesex  
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