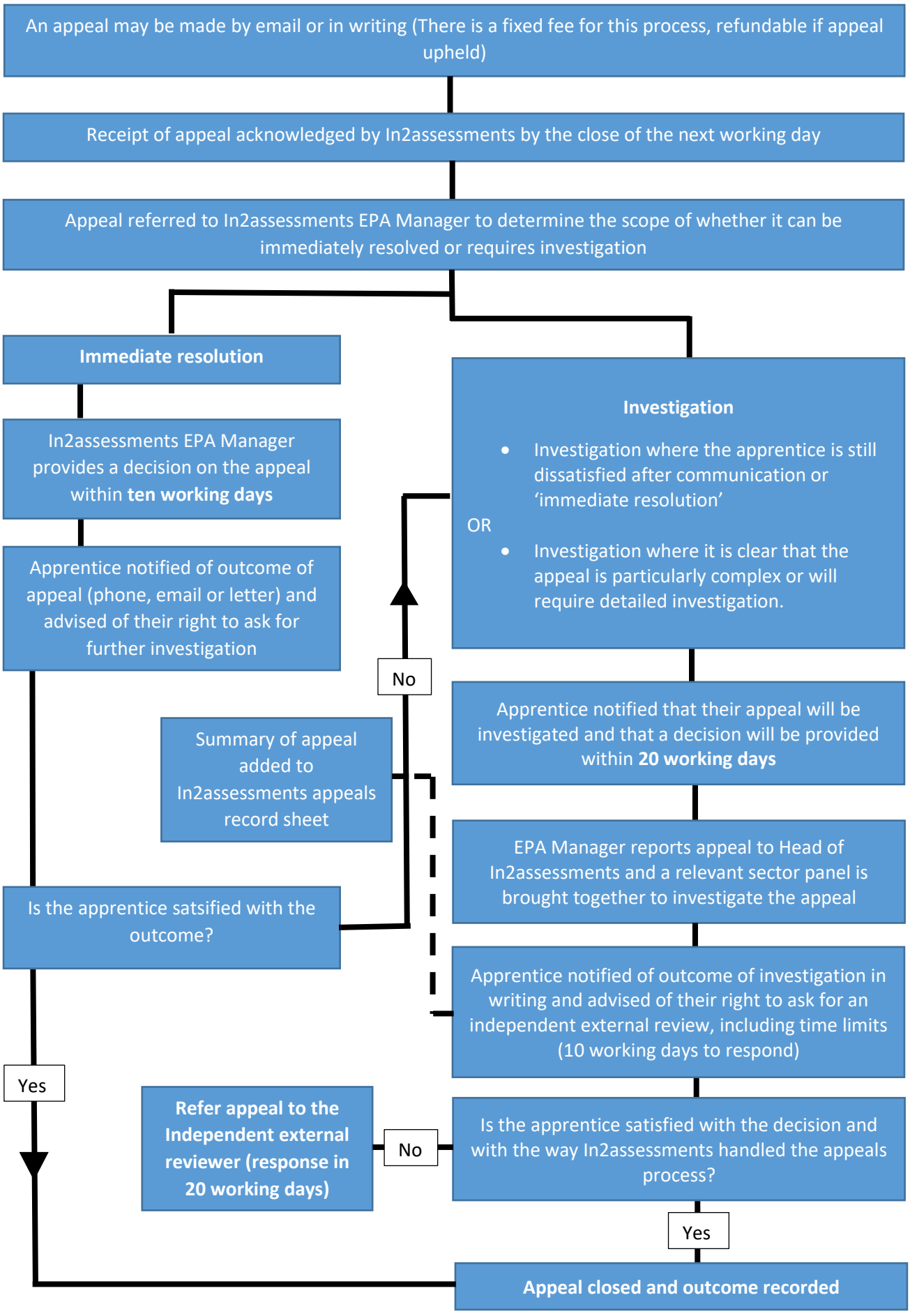
An appeal may be made by email or in writing (There is a fixed fee for this process, refundable if appeal upheld)
Receipt of appeal acknowledged by In2assessments by the close of the next working day
Appeal referred to In2assessments EPA Manager to determine the scope of whether it can be immediately resolved or requires investigation
Immediate resolution
In2assessments EPA Manager provides a decision on the appeal within ten working days
Apprentice notified of outcome of appeal (phone, email or letter) and advised of their right to ask for further investigation
Is the apprentice satsified with the outcome?
Yes
No
Summary of appeal added to In2assessments appeals record sheet
Investigation
Investigation where the apprentice is still dissatisfied after communication or 'immediate resolution'
OR
Investigation where it is clear that the appeal is particularly complex or will require detailed investigation.
Apprentice notified that their appeal will be investigated and that a decision will be provided within 20 working days
EPA Manager reports appeal to Head of In2assessments and a relevant sector panel is brought together to investigate the appeal
Apprentice notified of outcome of investigation in writing and advised of their right to ask for an independent external review, including time limits (10 working days to respond)
Is the apprentice satisfied with the decision and with the way In2assessments handled the appeals process?
No
Refer appeal to the Independent external reviewer (response in 20 working days)
Yes
Appeal closed and outcome recorded