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Registered Charity Number 289678

Complaints & Appeals Policy for the Craftsman Certification Scheme

Scope

This policy outlines how the Dry Stone Walling Association (DSWA) deals with appeals. An appeal is defined as an application for a decision taken by the Association in relation to a learner or examination candidate to be overturned.

Policy Principles

The Dry Stone Walling Association endeavours to ensure that all learners are treated fairly and consistently for all their training courses and qualification assessments. The DSWA is committed to providing a fair and transparent appeals service. This policy complements the rules and procedures laid down in the current issue of the DSWA Craftsman Certification Scheme Booklet.

The principles of the policy are that appeals from learners may be made in relation to a decision where we did not apply procedures consistently or those procedures were not followed properly and fairly. Examples may include:

- A decision to decline a request to make reasonable adjustments or give special considerations.
- The outcome of assessment, including external verification and certification.
- Any action taken by ourselves following investigations into incidents of malpractice or maladministration.

Appeals Process

- a. Any appeal made against a test result must be submitted in writing to the DSWA Craftsman Certification Scheme coordinator via the DSWA office within ten working days of the event. Full details of the reason for the appeal should be given in writing. An independent Examiner who will have no personal interest in the outcome will be appointed to investigate the appeal.
- b. If the complaint relates to the Craftsman Certification Scheme examination process, the complaint must be submitted to the DSWA Craftsman Certification scheme coordinator via the DSWA office in writing. The complaint will be referred to the Craft Skills Group immediately, which will deal with the complaint, with person(s) involved in the matter concerned.
- c. We will only deal with written complaints.
- d. We will send a letter acknowledging receipt of the appeal or complaint within seven days of receiving it.
- e. Where the Association receives substantiated complaints about the standard of work being below the certification level of an individual, the DSWA reserves the right to ask the individual to attend for re-examination of standards of workmanship. DSWA may remove their certification if standards are not met.
- f. A detailed written reply to the complaint/appeal will be sent within 28 days of sending the acknowledgment letter.
- g. Where the complaint/appeal cannot be resolved within 28 days, the DSWA Craft Skills Group Chairman will inform you of this, giving reasons for the delay and, where possible, an indication of the duration of the investigation. Once the investigation is concluded a detailed written reply to the complaint and the outcome of any appeal will be sent.
- h. The Craft Skills Group will be responsible for any decision relating to a complaint or appeal concerning the Craftsman Certification Scheme. Should it not be able to reach a decision, it would then be referred to LANTRA.