

1. Scope

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

2. Policy Principles

The DSWA 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 Craft 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.

3. Appeals Process

- a. Any appeal made against a test result must be submitted in writing to the DSWA Craft Skills Group Chair 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 Assessor who will have no personal interest in the outcome will be appointed to investigate the appeal.
- b. If the complaint relates to the Craft Certification Scheme assessment process, the complaint must be submitted to the DSWA Craft Skills Group Chair 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 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 Chair 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 DSWA Craft Skills Group will be responsible for any decision relating to a complaint or appeal concerning the Craft Certification Scheme. Should it not be able to reach a decision, it would then be referred to LANTRA.

- i. The DSWA Craft Skills Group acknowledges the complainant's rights to contact LANTRA awards directly, in writing to LANTRA, during the appeals process.

Complaints should be addressed to:

Karen Turnock-Rogers
Customer Services Manager
LANTRA
Lantra House
Stoneleigh Park
Coventry
Warwickshire
CV8 2LG

Email: karen.turnock-rogers@lantra.co.uk

This policy is reviewed regularly and updated annually or as and when required.

Issue / Revision	Date	Description/Comments	Prepared By	Checked By
Rev A	June 2021	New Policy	CSG	CSG
Rev B	22-07-24	Reviewed	P Clayton	P. Kirkup