

LAMDA

LAMDA Examinations Appeals Policy

Introduction

This document sets out LAMDA's policy with respect to the management of appeals. If an applicant/complainant/informant is dissatisfied with the outcome of any of the processes detailed below they may lodge a formal appeal, provided they have grounds for doing so.

Allowable Grounds for Appeal

An appeal may be lodged when a disagreement remains following completion of the procedures outlined in the LAMDA Examinations:

- Complaints Policy.
- Enquiries About Results (EAR) Policy.
- Reasonable Adjustments and Special Considerations Policy.
- Malpractice and Maladministration Policy.
- Sanctions Policy.

In order for an appeal to be considered by LAMDA, specific grounds for the appeal need to be provided which must be either information and/or evidence to:

- Oppose and potentially change the original procedural decision.
- Demonstrate that the original decision-making process was not handled in line with LAMDA established procedures.

Stage One Appeal

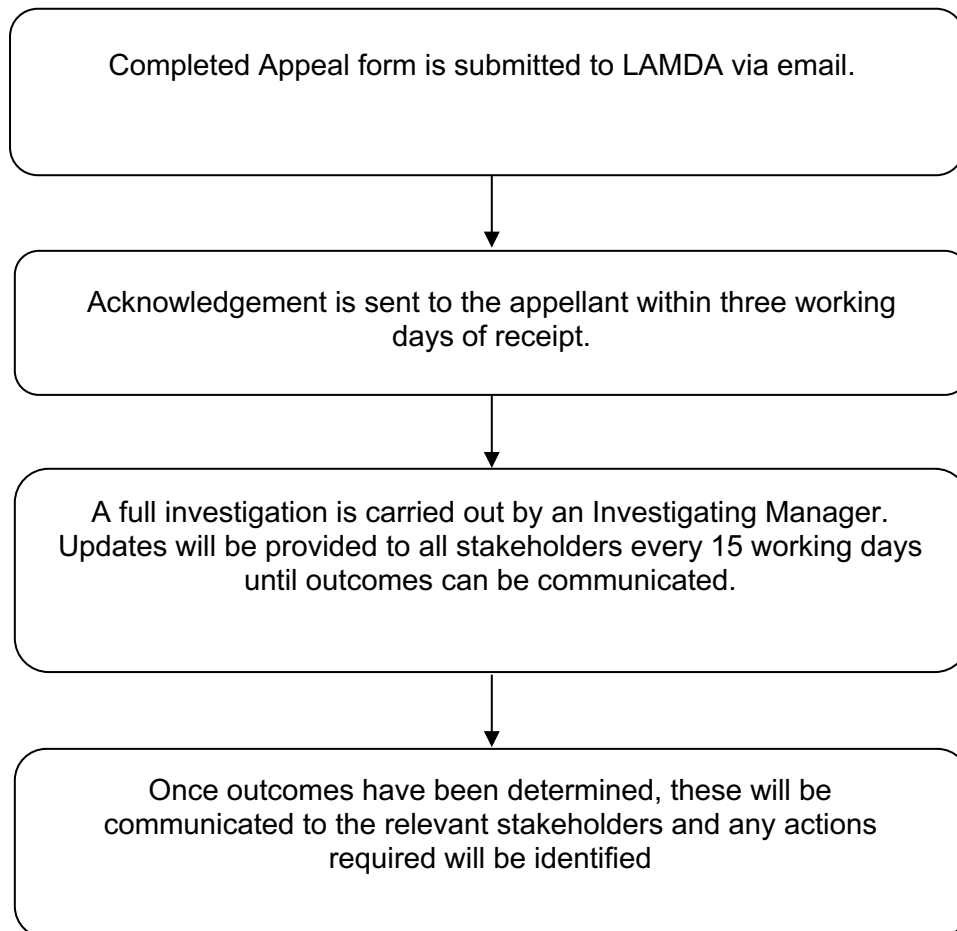
Stage One Appeal's must be submitted to LAMDA by completing Section One of the [Appeals Form](#) and submitting via email to: exams@lamda.ac.uk

LAMDA must receive the completed Appeal Form within **15 working days** of the appellant receiving the outcomes from the relevant process.

A Stage One Appeal involves an investigation that will be carried out by an Investigating Manager who has not had any previous involvement in the matter, nor has any personal interest in the outcome.

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Once an initial enquiry has been received, the process below will be followed:



The Investigation will lead to one of two outcomes:

- The appeal is upheld.
- The appeal is rejected.

If an appeal is upheld, suitable action will be taken in accordance with the relevant LAMDA Policy.

Stage Two Appeal

A Stage Two Appeal incurs a fee of £100, payable by the appellant. This amount will be refunded if the Stage Two Appeal is upheld.

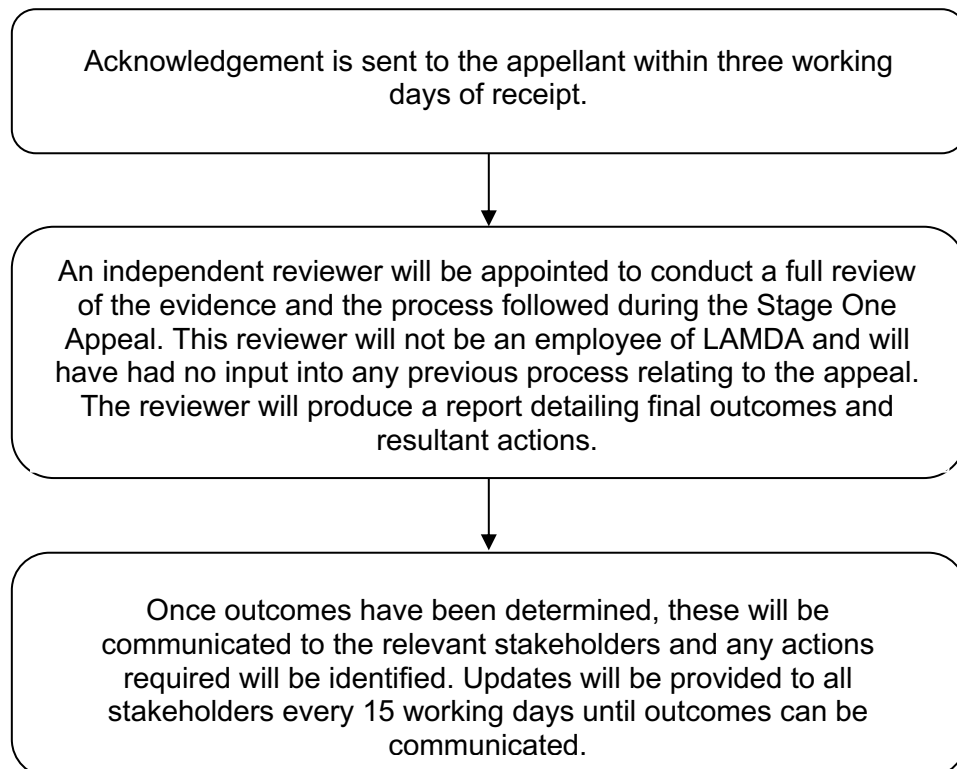
The original Appeal Form, with Section Two completed, must be sent to LAMDA via e-mail at: exams@lamda.ac.uk

Upon receipt of the completed Appeal Form a member of the LAMDA team will make contact the appellant within three working days to facilitate payment of the fee.

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LAMDA must receive the Appeal Form and fee within **15 working days** of the appellant receiving the outcomes from the Stage One Appeal.

Once received, the process below will be followed:



Consideration by the Independent Reviewer will lead to one of two outcomes:

- The appeal is upheld.
- The appeal is rejected.

If an appeal is upheld, suitable action will be taken in accordance with the relevant LAMDA Policy and the £100 appeal fee will be refunded.

In cases where the appeal is rejected, the Stage Two Appeal Fee will not be refunded

If the appellant remains unsatisfied with the outcomes of the Stage Two Appeal, they may escalate the appeal to the relevant Regulator (Ofqual, Qualifications Wales or CCEA).

Version control

LAMDA

Version number	Date	Initial	Comments
V1	08/09/2022	KR	New Document.
V1	05/09/2023	KR	No amends required